

HILTON GARDEN INN® STANDARDS

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The Hilton Garden Inn (“HGI”) Standards Manual (“Manual”) has been developed to provide the Franchisee/Owner with the required standards, procedures, rules, regulations, policies and techniques (the “Brand Standards”) of the HGI system. These Brand Standards are subject to change, amendment or supplement from time to time by Hilton Garden Inn Brand (“the Brand”). Also, the Brand has the right to ensure compliance with the standards and the authority to grant exceptions to the standards as it deems appropriate and in the best interest of the HGI system.

All references in this Manual to Franchisee/Owner refer to the licensee operating under a License Agreement or Franchise License Agreement (which may be the owner of the hotel) or the owner under a Management Agreement, as applicable, with the Brand (the “Agreement”). All references in this Manual to the “property” refer to the hotel that has been provided with this Manual. At times this Manual imposes obligations on the “property.” Franchisee/Owner is responsible for ensuring the property’s compliance with those obligations. All references in this Manual to the “Brand” refer to Hilton Garden Inn Franchise LLC or its designee if the property is designated as a USA property. Otherwise, these references refer to Hilton Garden Inn International Franchise LLC or its designee.

These Brand Standards are designed to protect the System and the trademarks and service marks associated with the System, and not to control the day-to-day operation of the property. Franchisee/Owner at all times will remain responsible for the operation of the property, and all activities occurring at the property. Franchisee/Owner must hire and train its own employees. The Brand is not responsible for, and does not direct or control the conduct of any hotel employee.

To achieve and maintain high standards of quality and service and associated goodwill for the Hilton Garden Inn system, it will be essential that the Franchisee/Owner strictly adhere to all elements of the HGI system, including, without limitation, the Manual and the Agreement. The Franchisee/Owner must comply with and maintain the standards set out in the Manual. Violation of any of these standards by the Franchisee/Owner could be deemed a substantial and material violation or default of the Agreement, and it would be the responsibility of the Brand to take the necessary action to protect the integrity of the HGI system.

In addition, the Brand is committed to maintaining these standards in the HGI properties under its management. This Manual is the property of the Brand and is provided to the Franchisee/Owner for use and reference during the term of the Agreement. Additions and modifications to the Manual will be provided online through Brand communication vehicles to the Franchisee/Owner in order to maintain the Manual in a current status. Franchisee/Owner must comply with these additions and modifications to the same extent as if set forth in this Manual at this time. For the avoidance of any doubt, any such additions or modifications set forth at such a website are incorporated herein by reference. Franchisee/Owner must maintain the confidentiality of the Manual. The Franchisee/Owner must use all reasonable efforts to maintain the confidentiality of the Manual. Upon termination of the Agreement (or commitment agreement to issue a license), the Franchisee/Owner will return the Manual and all other confidential material owned, created or used by the Brand without retaining any photocopies.

Questions regarding this Manual or system policies and standards may be referred to:

Hilton Garden Inn Brand Management Team
Attention: SVP Brand Management
755 Crossover Lane
Memphis, Tennessee 38117-4900
Phone: 901-374-5000

Hilton Garden Inn® (HGI) hotels are award winning, service-focused hotels that continually strive to ensure that today's busy travelers have everything they need to be productive on the road. We do this by offering complimentary WiFi, PrintSpots™ remote printing, a complimentary 24-hour business center, a full-service restaurant, and our revolutionary self-adjusting bed, the Garden Sleep System®.

The HGI system will consist of hotels owned and operated by franchisees and hotels owned and operated by Hilton Worldwide.

The integrity, reliability and consistency of the guest experience attributed to the Brand will be maintained by the use of standards for both facility and service. This Standards Manual has been designed to establish the requirements for the construction, furnishing and operation of an HGI branded hotel. The Standards Manual is provided by the HGI Brand for your use and reference during the term of your license agreement. Periodic inspections of the hotels in the system will be conducted to ensure compliance with the license terms and standards.

By our mutual dedication and cooperation, we will make Hilton Garden Inn® hotels the leading service-focused hotel brand in the industry.

Operations, and Design and Construction are the Primary Sections

The new, revised Manual is divided into two primary sections:

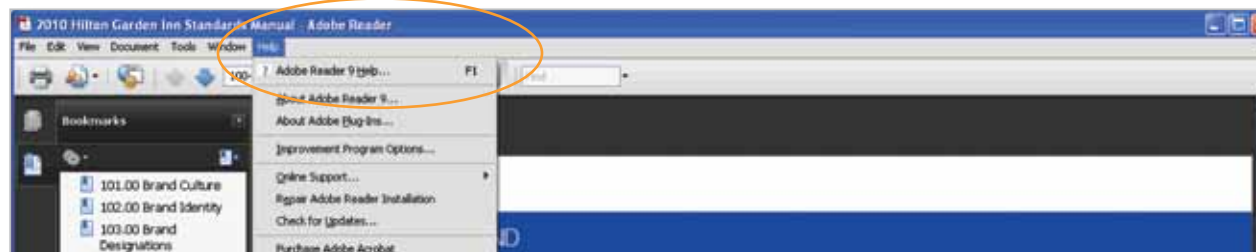
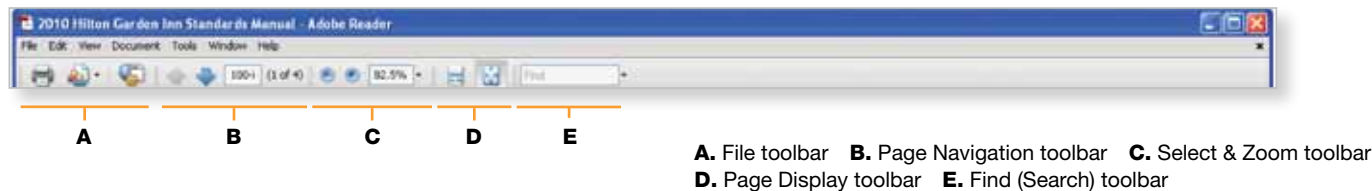
- Operations (Sections 100 to 1700), and
- Design and Construction (Section 2500 and the Design and Construction Glossary)

This Manual offers you a variety of ways to locate standards. Each property is required to download an electronic copy of the Brand Standards Manual and keep it available on the desktop on every workstation. The electronic versions of the Manual provide optimal performance, but you always have the ability to print as needed.

Viewing the Electronic Manual

For optimal performance, download the latest Adobe Reader (v 9.3.3 or higher). There are a variety of experience enhancement tools, including zoom and magnification. For more information, see Viewing PDF pages in Acrobat Help.

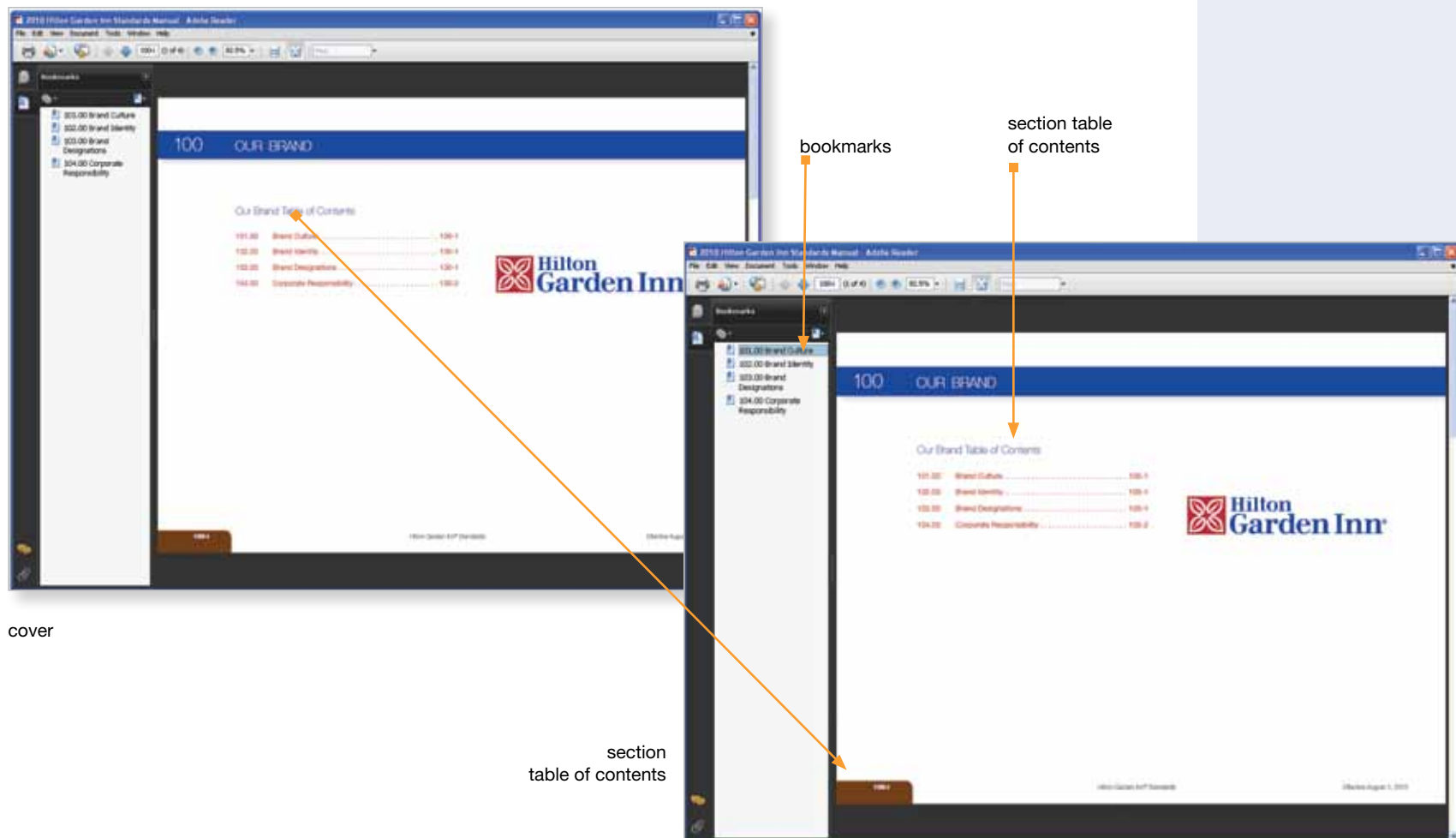
[Free Adobe Reader](#)

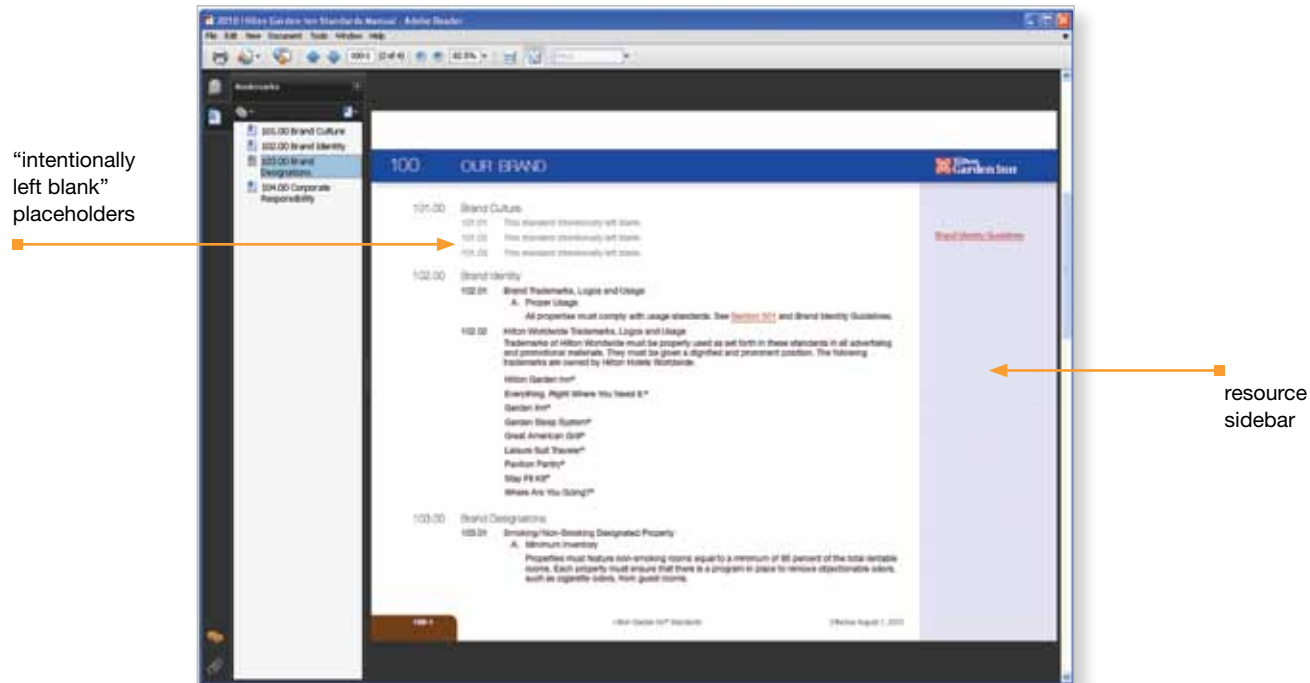


Understanding the Layout

The Manual is arranged to correspond with the guest experience, from an introduction to Our Brand through the reservation process through the conclusion of the guest's stay. The multi-color tabs on the cover page represent each section of the Manual. Link directly to any section by clicking on the corresponding tab.

Each section has its own table of contents and bookmarks for easy navigation throughout a section.





The Resource Sidebar

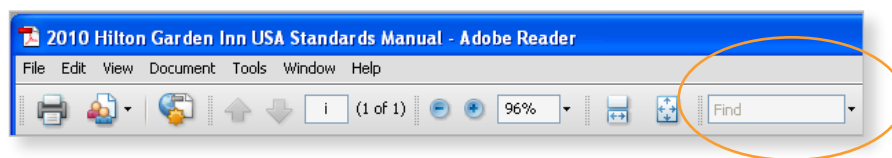
Throughout the Manual, there are resources placed as links in the resource sidebar that directly support or are extensions of a standard. Incorporated by reference, properties utilize these resources to adhere to brand standards.

Intentionally Left Blank

One of the most noticeable changes in the new standards is the use of “intentionally left blank” placeholders. These are standards that do not speak to your Brand’s personality and are reserved for another Hilton Worldwide Brand. These omissions of standards apply specifically to the line in which they are located. Properties must comply with all remaining standards.

Searching with Keywords and Synonyms

An added benefit of this Manual is the inclusion of a robust search function that makes searching for specific standards much easier. Not sure what to search for? This search tool has been turbocharged with synonyms so no matter whether you search for a crib, baby bed or a playpen, you will be shown the correct standard options.



2010 HILTON GARDEN INN® SUMMARY OF CHANGES

While the majority of changes to the standards manual are cosmetic, below is a list of items you will not want to miss. Beginning June 30, 2011, these items will result in point deductions if a property is non-compliant during quality assurance evaluations unless an alternative compliance date is indicated. All properties that choose to voluntarily renovate, or do so as required by a PIP, must comply with the Design & Construction standards located in [Section 2500](#).

2010 Standard Number	Topic	2009 Standard Number
103.01	Smoker's area	1.10
104.04	LightStay™	New!
201.02	Electronic standards	New!
201.04	Guest review surveys	8.1
203.01	Ultimate Service Improvement Plan	New!
204.01	Performance Gates	1.13
301.02	Dual Branding - Staffing	New!
302.01	GM training timeline	1.1
302.02	Sales training timeline	1.1
304.02	Tip Solicitation	New!
304.02	Residential employees	New!
305.03	Dual Branding - Uniforms	New!
401.01	Training records	New!
405.00	New Training requirements	New!
501.01	Hilton Worldwide Logo	New!
507.03	Interior signage update	New!
603.02	Sales lead response time	New!
703.03	GSS Bed guest education	1.2
704.02	Owning the goodbye protocol	1.7
804.03	Olympic Flag	4.5
805.03	Luggage Cart inventory	14.18

2010 Standard Number	Topic	2009 Standard Number
807.01	Clutter Standards	New!
807.02	Negative messaging	New!
807.03	Award displays	New!
808.02	In-person Check-out procedures	1.7
902.01	First impression-temperature	10.2
902.05	Safe deposit box (ref 2507.04)	14.13
902.06	Crib Inventory	14.16
902.07	HSIA compliance	10.1
902.07	TV compliance	10.1
1002.02	Public Restroom Amenities	10.6
1010.00	Pet policy	1.12
1102.01	Dual Branding - F&B	New!
1203.04	Business Center Solutions	New!
1203.06	Business Center supplies	14.4
1203.07	Fax charges	14.7
1304.01	Fitness compliance	14.10
1704.05	Telephone requirements	14.22
1705.01	HSIA Compliance	14.1
1706.01	TV compliance	14.3
1706.03	HD content	14.3
1709.01	Personal Device security	New!

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103.00	Brand Designations	100-1
104.00	Corporate Responsibility	100-2



101.00 Brand Culture

101.01 This standard intentionally left blank.

101.02 This standard intentionally left blank.

101.03 This standard intentionally left blank.

102.00 Brand Identity

102.01 Brand Trademarks, Logos and Usage
A. Proper Usage

All properties must comply with usage standards. See [Section 501](#) and Brand Identity Guidelines.

102.02 Hilton Worldwide Trademarks, Logos and Usage

Trademarks of Hilton Worldwide must be properly used as set forth in these standards in all advertising and promotional materials. They must be given a dignified and prominent position. The following trademarks are owned by Hilton Hotels Worldwide.

Hilton Garden Inn®

Everything. Right Where You Need It.®

Garden Inn®

Garden Sleep System®

Great American Grill®

Leisure Suit Traveler®

Pavilion Pantry®

Stay Fit Kit®

Where Are You Going?®

103.00 Brand Designations

103.01 Smoking/Non-Smoking Designated Property

A. Minimum Inventory

Properties must feature non-smoking rooms equal to a minimum of 85 percent of the total rentable rooms. Each property must ensure that there is a program in place to remove objectionable odors, such as cigarette odors, from guest rooms.

[Brand Identity Guidelines](#)

B. 100 Percent Smoke-Free Properties

Properties that choose or are required by local or state law to be 100 percent smoke-free must meet all additional requirements of the Brand (for a complete list contact Brand Performance Support):

1. Provide an area away from any primary entrances or porte cochère for smoking guest's use. (See Design and Construction [Standards Section 2501.03](#).) Properties must follow state and local codes.
2. Notify guests and update inventories through all appropriate channels.
3. Guests must not be charged or required to sign, or otherwise acknowledge, a policy that in any way confirms additional fees associated with smoking in a non-smoking room.

C. Signage

If your property is 100 percent non-smoking, signage must be placed at the front entrance/vestibule area and must be visible for any guest entering the building. It may not be displayed directly on the front doors or at the front desk.

103.02 Airport Designated Property

If the property is designated as an airport property, it must be located within three miles driving distance of the airport and provide van service 24 hours per day. Refer to [Section 803.00](#) for more information.

103.03 This standard intentionally left blank.

103.04 This standard intentionally left blank.

103.05 This standard intentionally left blank.

104.00 Corporate Responsibility

104.01 This standard intentionally left blank.

104.02 Accessibility

Each property must ensure compliance with all equipment, construction and training requirements as required by the Americans With Disabilities Act (ADA).

104.03 Service Animals

A. Definition of "Service Animal"

Properties are required to comply with the ADA governing service animals. Service animals are working animals and are not considered pets. A service animal is defined by the ADA as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. Service animals do not have to wear a vest or a tag and do not have to be licensed or certified by a state or local government. Service animals perform some of the functions and

tasks that the individual with a disability cannot perform without assistance. The most commonly associated service animal is the seeing eye dog used by the vision impaired. Service animals assist disabled persons with day-to-day activities. This may include alerting persons with hearing impairments, pulling wheelchairs, or offering balance support or carrying things for persons with mobility impairments.

B. No Deposits or Additional Fees Allowed

Properties are prohibited from requiring a pet deposit or imposing any additional fees or policies for a guest's service animal or pets of any kind staying in the same guestroom. Also, properties are prohibited from denying an owner of a service/comfort animal a guestroom as this would be a violation of the ADA. See [Standard 1010](#) for additional information about non-service pets.

C. Inventory

The property must make the same room inventory, facilities and public spaces available to guests with service animals as for any other guest.

104.04 LightStay™

A. Mandatory Participation

As part of our sustainable mission, beginning 12/31/2011, all properties are required to utilize the Hilton Worldwide sustainability measurement system LightStay™ (formerly HEAT). Access the LightStay™ Sustainability Tracker on OnQ at OnQ Insider > My applications > LightStay (Formerly HEAT).

B. Data

Monthly usage data for electricity, water, gas (or other energy sources) and waste must be submitted by the end of each following month. New hotels must comply with this standard within six months of opening.

104.05 This standard intentionally left blank.

[OnQ Insider](#)

Quality Assurance and Brand Thresholds
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201.00 General Rules

201.01 Property Management Approval

A. This line item intentionally left blank.

B. This line item intentionally left blank.

C. Property Management Approval

New franchisees, or proposed third-party management, must have a history of property management and multi-unit portfolio experience, preferably in the upper scale, extended-stay segment.

1. A management company must be well versed in hospitality sales and marketing and have an infrastructure in place to support such efforts at the property level.
2. An Approval Request letter must be submitted to the Brand. This letter must include:
 - a. Names and locations of properties under management to date
 - b. Copies of all prior:
 - 1) Quality assurance reports
 - 2) Loyalty scores
 - 3) Service scores
 - 4) Other pertinent information
 - c. Complete list of the corporate support staff that will support the property management and its employees, including:
 - 1) Organizational charts
 - 2) Property-level involvement

D. Final Approval

Final approval of the applicant is solely at the discretion of Brand Performance Support.

201.02 Electronic Copy of Manual

A copy of the Brand Standards Manual must be downloaded and available on all workstations at all properties.

201.03 Waiver Process

When a property voluntarily renovates or executes a Product Improvement Plan (PIP) as part of relicensing, all existing waivers associated with the property become null and void.

[Quality Assurance](#)
[Resources](#)

201.04 Satisfaction and Loyalty Tracker (SALT) Data Integrity

Guest data is collected for use by the Brand, the Hilton Portfolio of Brands and the property for use in Customer Relationship Management and research. The integrity of guest data is of significant importance. It must be protected in order to derive the full benefit.

A. Prohibited Activities

Promoting, campaigning or encouraging guests to complete a SALT or guest review survey, and/or score the property as a “10” is prohibited. This includes, and is not limited to, the use of buttons, posters, stickers, e-mails and/or verbally requesting that a guest complete a survey or score the property favorably.

B. Altering Data

Manipulation and other means to alter the data or information of a guest are prohibited except at the request of a guest (i.e., updating of Hilton HHonors® Profile). Should there be evidence that indicates the property, or an individual affiliated with the property, has done so or is doing so, the Brand must take the action it deems appropriate including:

1. If altered data is related to the manipulation of SALT surveys, those surveys deemed fraudulent will be removed from the sample. (Survey sample size will be replaced throughout the remainder of the year.)
2. The property will not be eligible for recognition for any Brand awards or other Hilton Portfolio of Brands recognition opportunities for that current year, including both quarterly awards and annual awards.
3. The property will automatically receive a non-reversible, administrative “unacceptable” quality assurance score. Subsequent violations may result in an administrative notice of default.

202.00 Quality Assurance Program**202.01 Structure and Décor**

Each property must maintain a structure and décor package that offers our guests a fresh and current product. During routine quality assurance evaluations, the quality assurance auditor will identify properties that may have potential issues with dated or non-conforming designs in the commercial or guestroom areas.

When one of these potential properties is identified, the quality assurance auditor will document any dated or non-conforming issues and forward this information to the Hilton Worldwide Quality Assurance Design Review Department. If there is an issue, the franchisee/general manager will be notified and must submit a detailed plan to the Hilton Worldwide Quality Assurance Design Review Department (completed by a certified interior designer or firm) for correcting these issues.

[Quality Assurance Resources](#)

[SALT Resources](#)

202.02 Periodic Quality Assurance Evaluations

All properties are subject to periodic quality assurance evaluations performed by the Hilton Worldwide Quality Assurance Department at the Brand's discretion. The property must provide a complimentary room for the quality assurance auditor for the stay relating to the evaluation. The purpose of these evaluations is to verify that all properties are in substantial compliance with Brand operating standards relating to:

- A. Cleanliness of the Property
- B. Condition of the Property
- C. Adherence to Brand Standards
- D. Service Delivery and Training Documentation
- E. Evaluation Scoring

Evaluations are scored on a three-tier grading system of:

- 1. Outstanding/Green Zone
- 2. Acceptable/Yellow Zone
- 3. Unacceptable/Red Zone

Properties scoring an "Unacceptable/Red Zone" rating may be issued a Notice of Default and Termination. The property will receive a follow-up evaluation 30 to 90 days after the "Unacceptable/Red Zone" evaluation to verify improvement of deficient issues (see [Section 205.00](#)).

202.03 Follow-up Evaluation

Properties scoring an "Unacceptable/Red Zone" on a follow-up evaluation are deemed to be substantially non-compliant with Brand quality standards. The property will be submitted to the quality assurance committee for review and may be issued a Notice of Default and Termination. If a property is issued a Notice of Default and Termination, a final, special evaluation is conducted. The date of the special evaluation is announced and communicated via certified mail to the principal correspondent of the property. The purpose of the special evaluation is to verify correction of all previous deficiencies and ensure that no new substantial issues are present. A fee of \$2,500 will be charged to the property for this special inspection visit. Should a property score an "Unacceptable/Red Zone" on the final special evaluation, termination of the Franchise Agreement may result.

202.04 This standard intentionally left blank.

[Quality Assurance
Resources](#)

203.00 CORE Standards

203.01 High Standards of Service and Physical Appearance

All aspects of a property (or any associated facility or service) including, but not limited to, personnel, buildings, grounds, furnishings, fixtures, décor, equipment, signs, vehicles, linens, supplies, glass, printed matter and any other element thereof that affects the guest, directly or indirectly, must be maintained at all times in accordance with the high standards of service and physical appearance associated with branded properties. This includes, but is not limited to:

- A. Cleanliness – A very high state of cleanliness throughout the property
- B. Employees – Responsive, caring, guest-oriented employees
- C. Lighting – Adequate lighting in all areas
- D. Ventilation – Adequate ventilation to keep all areas free from offensive odors
- E. Appearance – Professional design and coordination of all landscaping, building exterior and interior furnishings and décor (as exposed to the guest), as specified by Brand property plans and specifications
- F. Laws and Regulations – Compliance by the property, in all aspects of its facilities and operation, with any and all applicable laws, ordinances and regulations.
- G. Additions and Replacements – Conformance to requirements prevailing at the time of an addition or replacement for any and all additions or replacements of items included in the Design and Construction Standards ([Section 2500 – Overview](#)).
- H. Trademarks – Strict conformance with the current requirements set forth in [Section 502.00](#) regarding the use of all service marks
- I. Accessibility – Compliance with all construction, equipment and training requirements as determined by the Americans with Disabilities Act (ADA)
- J. This line item intentionally left blank.
- K. Directional Signage – Display in all hallways and walkways professionally produced directional signage to guestrooms, meeting rooms, swimming pool, public restrooms, Pavilion Pantry®, guest laundry, fitness center and elevators on that floor. The guestroom directory of services must also contain information on the location of public area facilities.
- L. Ultimate Service Improvement Program (USI) – Effective January 1, 2011, properties that fall below the Overall Service threshold (as established by Brand Management and based on SALT reports) for any rolling four-month period must follow the Ultimate Service Improvement Program (USI). Properties that do not cure the Overall Service deficiency within the timeline established by the USI program will be subject to administrative default. The minimum Overall Service threshold will be communicated annually. The PSI Program is available on OnQ Insider.

[PSI Program Overview](#)

203.02 Quality Assurance Evaluations

Quality assurance evaluates compliance with all brand standards. However, without limiting the Brand's rights or the property's obligations under its Franchise Agreement, non-compliance with any key brand standards, including any one of the following Core Standards will result in an overall "Red Zone" for brand standards compliance and may result in potential termination of the Franchise Agreement.

[Quality Assurance Resources](#)

Core Brand Standards		
Herman Miller "Mirra®" Chair requirements	Fire/emergency exits	Price integrity
Guestroom glassware, mug and coffee pot cleanliness and sanitization standard	Brand-approved/qualified general manager in place	Our Best Rates. Guaranteed.®
In-room dining service, delivery and service requirement	Required training attendance completed	Use of personal information
HSIA wired and wireless requirements	Qualified sales professionals in place	Hilton Family privacy values and business practices
Remote printing/PrinterOn requirement	DOSO attendance completed	HGI.com Web site
Property life safety program	GM/DOS conference attendance	Trademark domain names and friendly URLs
Guestroom security	Customer-focused selling training	Search engine marketing and optimization
Property information security	HHonors® program compliance	Customer Really Matters
Fire safety systems	Exterior graphics	

204.00 Minimum Performance Thresholds/Brand Performance Gate Standards

204.01 Minimum Performance Gate

A brand Minimum Performance Gate standard applies to all properties, based on a rolling six months of data. At the time of the quality assurance evaluation, any property that has a Performance Gate score below the "Acceptable/Yellow Zone" threshold level (in 2010, the threshold is 66 percent) using the SALT "Overall Combined" score of the Top Box as "9" or "10", will receive an automatic, non-reversible grade of "Unacceptable/Red Zone." Quality assurance will still conduct the evaluation so a clear map for improvement can be formulated.

204.02 Outstanding Performance Gate

The Outstanding Performance Gate replaces previous service gates and serves as an eligibility threshold (in 2010, the threshold is 78 percent) to achieve an "Outstanding/Green Zone" quality assurance evaluation. Properties with "overall combined" scores (Top Box 9 and 10 based upon a rolling six months of data) residing above the Performance Gate will be eligible to receive an "Outstanding/Green Zone" if all other quality assurance requirements are met.

205.00 Property Improvement Planner

All evaluations will include a detailed “Property Improvement Planner” outlining all items found to be deficient. Upon completion of the inspection, the quality assurance auditor will review and answer any questions the general manager has regarding the noted deficiency. If the overall evaluation grade is “Unacceptable/Red Zone” then the general manager must submit an updated Property Improvement Planner with corrective action, the person responsible for corrective action with a targeted completion date to the quality assurance auditor within 30 days of the inspection. The property must then use the Property Improvement Planner to ensure timely improvements in quality. If the property has an “Unacceptable/Red Zone” score in the same main area including brand standards compliance or any property sub-areas) for two consecutive evaluations, it will be deemed non-compliant and its Franchise Agreement may be terminated.

206.00 Relicensing/Renovation/Change of Ownership (Existing Properties Only)

206.01 Product Improvement Plan (PIP)/Design and Construction Compliance – Relicensing Renewal/Change of Ownership

Hilton Worldwide’s quality assurance department will conduct an inspection of the property, note deficiencies and variances from prevailing brand standards including, but not limited to, construction standards and furnishing standards. A Product Improvement Plan (PIP) will be prepared.

Failure to identify deficiencies does not relieve the franchisee of the responsibility of completing/correcting these items or making modifications necessary to comply with brand standards.

Submissions for approval must be made as follows:

A. Redesign/Refurbishing

Where the redesign/refurbishing of existing facilities is required, design drawings including, but not limited to, guestroom and commercial area furnishings, layouts and interior/exterior color elevations, must be submitted to and approved by Hilton Worldwide. Color renderings must be submitted to and approved by Hilton Worldwide.

B. Construction

Where construction of additional facilities is required, complete drawings and specifications must be submitted to and approved by Hilton Worldwide before beginning construction. A visit by the Hilton Worldwide Quality Assurance Department will occur on or after the project is 50 percent completed to verify progress on the approved plan.

206.02 Design Submittal Process – Renovations, Replacements, Additions and Refurbishment

When replacing, updating or renovating any part of the property, all proposed changes or updates must be pre-approved by Hilton Worldwide before the products or services are ordered and purchased. Projects requiring approval include major renovations and construction as well as routine replacement of items such as, but not limited to, carpets, draperies, furniture, and wall treatments.

206.02 *continued***A. Current Standards**

Existing properties must comply with current Design and Construction standards (see [Section 2500](#)) upon replacement or renovations.

B. Use of Interior Designer

A licensed, professional interior designer must be hired to create a new design or transitional design to ensure that a cohesive final product is achieved.

C. Submission for Approval

Submittal to Hilton Worldwide's Design Review Department for approval prior to any refurbishment or renovation must include:

1. A non-returnable CD containing all plans
2. Plans, including drawings and scope of work outline
3. Samples and specifications

NOTE: To ensure a timely review, the submittal must be made in its entirety, not in phases.

D. Partial Renovation/Replacement

If a partial renovation or replacement is planned, samples or pictures of existing goods must be included to demonstrate how the new selection will coordinate with the existing décor.

E. Address for Submissions

Specifications, samples and plans must be submitted to:

Hilton Worldwide
Design Review Department
755 Crossover Lane
Memphis, TN 38117

901-374-5000

Orders must not be processed until approval is received from the Hilton Worldwide Design Review Department. To expedite approval, submitted information must be thorough and complete.

F. This line item intentionally left blank.**G. This line item intentionally left blank.**

Employees Table of Contents

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301.00 Staff Requirements

301.01 Brand Approval

A. Property Managers

All property managers must be approved by the Brand Performance Support team.

B. Change in Management Company/Management Staff

Brand Performance Support must be notified in writing within 10 days of a change in management companies, ownership, general manager or director of sales using one of the following options: hgi.advice@hilton.com or HGI Brand Management, 755 Crossover Lane Memphis, TN 38117.

301.02 Dual Branding/Multi-Property

A. Dual-Branded Properties/Shared Facilities

Where a property shares the same building or is connected to another building that houses a sister Hilton Worldwide brand, the property must adhere to the following operational standards (in addition to the remainder of the operational standards in this manual):

1. The property must have a general manager who is brand certified and solely dedicated to the Brand's management. The general manager must not share responsibilities for both brands in a dual-branded setting.
2. The property must have a director of sales who is brand certified and solely dedicated to the Brand's management. The director of sales must not share responsibilities for both brands in a dual-branded setting.
3. Dual-branded properties must adhere to [Sections 302.01](#) and [302.02](#).

B. Management Team

If the general manager also holds the position of area/regional manager over multiple Hilton Worldwide properties, a full-time property manager must be employed at the HGI property. This property manager must be trained and empowered to make decisions regarding guests and employees. The property manager must comply with [Standard 302.01.C](#).

C. Food and Beverage Attendants

For dual-branded properties, food and beverage attendants must not cover both properties during service hours.

D. Front Desk Staff

For dual-branded properties, each brand's front desk must be staffed independently of each other. One person may not cover more than one front desk area at a time.

[Recognition & Rewards](#)



302.00 Mandatory Full-Time Positions

See [Section 405.00](#) for training requirements.

302.01 General Manager

A. Full-Time General Manager

Every property must have a full-time general manager. The general manager may not hold that position at more than one property. Full-time is defined as spending at least 40 hours per week at the property. The general manager must have at a minimum two years experience as a general manager or as an assistant general manager of a Brand property or equivalent.

B. Approval

The general manager must be approved by Brand Performance Support prior to assignment to the property.

C. Hiring and Training

A qualified general manager must be employed within 90 days of the position being vacated and must complete all required training within 90 days of hire or within 180 days of the position being vacated, whichever comes first (see [Section 405.00](#) for certification requirements). All pre-opening properties must have a general manager in place 180 days prior to the forecasted opening date.

D. Languages

The general manager must be able to communicate with guests in English.

302.02 Director of Sales

A. Full-Time Director of Sales

The property must have a full-time director of sales or position of equivalent responsibility on site. The director of sales may not hold that position at more than one property.

B. Representation

The property's sales employees may not represent brands other than Hilton Worldwide Portfolio of Brands, including while in discussion with local or national business contacts.

C. Hiring and Training

The property must hire a qualified applicant within 90 days of either the general manager or director of sales position being vacated. The new employee must complete the Hilton Garden Inn University/Director of Sales certification process within 90 days of hire or within 180 days of the position being vacated, whichever comes first (see [Learning and Development, Section 404.00](#), for training requirements).

D. Languages

The director of sales must be able to communicate with guests in English.

302.03 This standard intentionally left blank.

302.04 This standard intentionally left blank.

303.00 Service Positions

303.01 This standard intentionally left blank.

303.02 This standard intentionally left blank.

303.03 This standard intentionally left blank.

303.04 This standard intentionally left blank.

303.05 Bellperson/Doorman

The property may have the following service attributes, amenities or products:

A. Doorman

Excluding urban locations, doorman/bellman services are not allowed.

B. Vehicle Valet

Vehicle valet service at an urban property must be approved by Brand Management.

304.00 General Rules and Expected Behaviors

304.01 Required Languages

Managers-on-duty, guest services representatives and breakfast attendants must be able to communicate with guests in English.

304.02 Expected Behaviors

A. No Solicitation of Tips

The solicitation of tips by any employee is prohibited. Examples include tip jars in the breakfast area, in-room housekeeping envelopes, etc.

B. No Residential Employees

No property employee (including general managers or franchisees) is allowed to reside in the property.

C. In-Person Contact with Guests

1. Employees in direct guest interaction positions must exhibit the following upon each guest's arrival in the employee's area:

- a. Promptly acknowledge the guest by smiling or making eye contact and either greet the guest or communicate their intent to serve the guest as soon as possible.
- b. Use the guest's name (if known) at least once during the interaction.

304.02 *continued*

- c. Maintain or re-establish eye contact frequently.
- d. Offer an appropriate departing statement.
- 2. All other employees must exhibit the following upon contact with each guest:
 - a. Smile.
 - b. Make eye contact.
 - c. Verbally greet the guest when possible.

D. Telephone Contact with Guests

All employees in telephone contact with guests must perform the following minimum behaviors upon each contact:

- 1. Offer an appropriate greeting.
- 2. Identify either the specific property (in the case of outside calls) or themselves by first name (in the case of inside calls).
 - a. Outside Calls
(For example: "Thank you for calling the [brand]–[property's name].")
 - b. Inside Calls
(For example: "Good morning/evening, this is [employee name].")
- 3. Offer assistance.
- 4. A person may be put on hold before assistance is given, but only after receiving positive confirmation from the individual.

E. Additional Guest Service Standards

At all times employees must:

- 1. Make guest service their highest priority by being attentive and the first to greet guests.
- 2. Never quarrel or carry on a side conversation with coworkers in the guest's presence.
- 3. Never use offensive or impolite language.
- 4. Never chew gum, smoke or eat in view of the public.
- 5. Never use alcoholic beverages or illegal drugs while on duty.
- 6. Never discuss property business in the guest's presence.
- 7. Never use cell phones, headsets, video games or other non-property/non-job-related distractions in front of guests, or in a way that creates a situation in which a guest could be ignored or left unattended.

8. No employee is allowed to sit in chairs or on stools behind the registration desk at any time.
9. Employees must not smoke in the presence of guests, including the front entrance of the property. Properties must designate an appropriate smoking area for employees.

304.03 Manager On Duty

There must be at least two employees on duty at all times, with one designated as the Manager on Duty.

304.04 This standard intentionally left blank.

305.00 Employee Appearance

305.01 This standard intentionally left blank.

305.02 Uniforms

A. Approved Uniforms

All property employees must wear a uniform while on duty that has been approved by Brand Management. Approved suppliers include Cintas® and Superior Uniform Group®. Uniforms include clothing appropriate for the position. Ties as a part of the uniform are optional for all positions.

The property must comply with the brand-approved uniform program and supplier(s) specific to its region. In those regions where a brand-approved uniform program and supplier has not been specified, all uniforms must be approved via the Brand Performance Support team and must be chosen to reflect the existing programs as closely as possible.

B. Neat Appearance

All uniforms must be clean, pressed, in good condition and appropriately fit the employee. All employees must be neat, clean and well-groomed at all times. This must include, but is not limited to, shoes, clothing, hair and personal hygiene.

C. Positions with Specific Uniforms

1. General managers, department managers and team leader employees of the property must wear the standard brand-approved uniform relative to their department as specified in one of the two brand-approved supplier programs or their own professional clothing. Coat and tie may be worn. Jeans, t-shirts, or other attire with other logos are not allowed to be worn. All attire must be clean, pressed and fit appropriately.
2. Food and beverage attendant uniforms must comply with the brand-approved uniform program, must be freshly laundered, and must be in good condition at all times.

[Cintas](#)

[Superior Uniform Group](#)

305.03 Dual Branding**A. Different Uniforms for Each Brand**

For dual-branded properties, the guest service representative and food and beverage uniforms must be distinctly different for each brand. The uniforms must conform to the specific brand-approved uniform program.

B. Exception for Certain Positions

With prior approval by all brands, housekeeping, laundry, maintenance, and van drivers uniforms at dual-branded properties are allowed to wear the same uniforms.

305.04 Nametags

At all times while on duty, all employees must wear nametags imprinted with no more than two lines.

A. General Information

The employee's first name and brand logo must be on the nametag. The nametag must also be imprinted with: last name, title (management personnel only), hometown/state/country. Languages spoken by the employee may also be identified by language symbols on the nametag.

B. Special Situations

If a property has entered into a lease with a nationally recognized brand-name restaurant, the restaurant is permitted to allow restaurant employees to wear its company's nametag.

[Nametag Resource](#)

306.00 Guest Relations and Service Standards

306.01 This standard intentionally left blank.

306.02 This standard intentionally left blank.

306.03 This standard intentionally left blank.

306.04 Telephone Protocol**A. Guest Service Phone Line**

1. The property must have a guest service phone line that rings to the front desk. The front desk must be staffed with employees trained in handling service recovery for guest requests, inquiries, problems or complaints.
2. The guest service phone line must be answered 24 hours per day.
3. Guest requests, inquiries, problems or complaints received via the guest service phone line must be responded to and handled to the satisfaction of the guest by the property in the time frame committed to by the guest service agent.

306.05 This standard intentionally left blank.

306.06 This standard intentionally left blank.

Learning and Development Table of Contents

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401.00 General Rules

401.01 Required Documentation

The property must maintain appropriate certification records for applicable employees in a single, consolidated reference binder for review by the Quality Assurance Auditor.

A. This line item intentionally left blank.

B. This line item intentionally left blank.

C. This line item intentionally left blank.

401.02 Fees/Expenses

A. Franchisee Responsibilities

Franchisees are responsible for trainees' wages, room, board, travel expenses and tuition charges (if applicable) during attendance at training programs.

NOTE: Since this is business related, employee room discounts do not apply.

B. General Manager and OnQ Training

Payment must be made at the time of registration. This includes payments for the program and all associated fees, including tuition, cancellation and rescheduling fees (if applicable).

401.03 This standard intentionally left blank.

402.00 Hilton Worldwide Programs

402.01 Periodic Employee Training

A. Mandatory Attendance/Certification

See [Section 405.00](#) for Summary Table of Training Requirements.

403.00 Franchisee Training

403.01 Owner's Awareness Program

See [Section 405.00](#) for Summary Table of Training Requirements.

403.02 This standard intentionally left blank.

[Brand Education/Training](#)



404.00 Employee Training

404.01 General Manager Training

A. Mandatory Attendance

1. Every general manager must attend training seminars that are deemed mandatory by the Brand.
2. Refer to the Training Requirement Summary Table at [Section 405.00](#) for additional details.

404.02 Director of Sales Training

A. Mandatory Attendance

1. Every Director of Sales/sales manager must attend training seminars that are deemed mandatory by the Brand.
2. Refer to the Training Requirement Summary Table at [Section 405.00](#) for additional details.

404.03 Employee Training

A. Mandatory Attendance

1. Every employee must attend training seminars that are deemed mandatory by the Brand.
2. Refer to the Training Requirement Summary Table at [Section 405.00](#) for additional details.

404.04 Manager on Duty Training

A. Mandatory Attendance

Refer to the Training Requirement Summary Table at [Section 405.00](#) for additional details.

[Brand Education/Training](#)

405.00 Training Requirements

Every franchisee, general manager, other manager, and employee must attend training seminars that are deemed mandatory by the Brand as outlined in the following table:

Training Requirements

Note 1: Completion of all courses must be documented via sign-off on training tracking forms and maintained in the *Quality Assurance Resource Binder* for review by Quality Assurance.

Note 2: All training is outlined with timing in mind and must be completed within allotted time frames.

405.00 Training Requirements Summary Table

Course Name	Timing			Delivery Method				Length / Cost	Certification Upon Completion	Required for Position											Description	
	Pre-Opening	After Hire		Prerequisite	DVD / CD / Other	OnQ / Online				Live	All Employees	All Management	Owner	GM	DOS	Sales Manager	AGM	Front Desk	F&B Host / Server / Bartender	Van		Housekeeping
Orientation																						
Navigating Hilton Worldwide (Owner's Orientation)	Six months prior to starting construction					●					●											<ul style="list-style-type: none">• Applies to first-time franchisees only.• Designed to familiarize franchisees with Hilton Worldwide and HGI corporate policies, operating systems, management values and philosophies.• Participant must either be the franchisee or the person who will be responsible for supervising the GM.• If a change of ownership occurs and the franchisee is a first time HGI franchisee, he/she must attend the program within 120 days of the date of "ownership transfer."

405.00 Training Requirements Summary Table

Course Name	Timing			Delivery Method			Length/ Cost	Certification Upon Completion	Required for Position												Description	
	Pre-Opening	After Hire		Prerequisite	DVD / CD / Other	OnQ / Online			Live	All Employees	All Management	Owner	GM	DOS	Sales Manager	AGM	Front Desk	F&B Host / Server / Bartender	Van	Housekeeping		
Orientation (continued)																						
HGI Orientation		Within 7 days of hire		●		●	4 hours		●												<ul style="list-style-type: none">Facilitator GuideHilton Worldwide DVDHGI Brand DVD“Through the Eyes of Our Guest” training mapService Animal training	<ul style="list-style-type: none">The HGI Training Kit (available for order on OnQ Insider) contains a number of DVDs for use by the properties, including an Orientation Box and Map Briefcase.Ultimate Team Play – A Sony Playstation Portable with cables and an Ultimate Team Play UMD is also required.
<u>Ultimate Skills</u>		Within 30 days of hire		●			1-2 days		●												<ul style="list-style-type: none">Green caseJob skills training	
GSS Training		Within 30 days of hire		●			1 hour		●												<ul style="list-style-type: none">All employees must complete training by October 1, 2010	
Introduction to Hilton HHonors®	Prior to opening OR	Within 30 days of hire			●		1 hour \$0	●		●						●	●				<ul style="list-style-type: none">Hilton HHonors® Program trainingManagers are responsible for training other employees using tools provided during online training.	

405.00 Training Requirements Summary Table

Course Name	Timing			Delivery Method			Length/ Cost	Certification Upon Completion	Required for Position												Description	
	Pre-Opening	After Hire		Prerequisite	DVD / CD / Other	OnQ / Online			Live	All Employees	All Management	Owner	GM	DOS	Sales Manager	AGM	Front Desk	F&B Host / Server / Bartender	Van	Housekeeping		Maintenance
Orientation (continued)																						
Hilton HHonors® Manager Training	Prior to opening OR	Within 30 days of hire			●		1 hour \$0	●		●											<ul style="list-style-type: none">Hilton HHonors® Program trainingManagers are responsible for training other employees using tools provided during online training.	
HHonor Every Guest Training		Within 30 day of hire			●		30 min.			●						●	●				<ul style="list-style-type: none">Existing employees must complete training by October 31, 2010	
Ultimate Service		Within 60 days of hire		●			4 hours		●												<ul style="list-style-type: none">Service skills training	
Ultimate F&B		Within 60 days of hire		●			2 hours			●		●				●	●				<ul style="list-style-type: none">Food and Beverage training – Four modules	
DOS Orientation Training (Americas designated properties only)		Within 120 days of hire			●	●	2.5 days \$940 plus travel expenses	●					●								<ul style="list-style-type: none">Introduction to Hilton Worldwide Sales and Marketing Resources, Brand Specific Marketing, National Marketing, and Revenue Management ToolsOnQ Hilton University + Classroom Courses	

405.00 Training Requirements Summary Table

Course Name	Timing			Delivery Method			Length / Cost	Certification Upon Completion	Required for Position												Description	
	Pre-Opening	After Hire		DVD / CD / Other	OnQ / Online	Live			All Employees	All Management	Owner	GM	DOS	Sales Manager	AGM	Front Desk	F&B Host / Server / Bartender	Van	Housekeeping	Maintenance		
Orientation (continued)																						
Manager on Duty Training										●		●										<ul style="list-style-type: none">• GM and Manager-on-Duty must be trained in emergency procedures, including life and safety equipment, evacuation procedures, first aid, CPR and the Heimlich Maneuver.• Documentation must be maintained in a separate MOD folder, easily accessible to the MOD.• There must be a minimum of two employees on property at all times, one of which must be the MOD. The other employee(s) must know how to reach the MOD at all times.
Safety and Awareness																						
Emergency Procedures		Within 30 days of hire		●		Varies	*	●														<ul style="list-style-type: none">• Life and safety equipment, evacuation procedures, First Aid, CPR and Heimlich Maneuver training• Local contact /AHLA* Documentation must be kept on file.
Alcohol Awareness Training		Within 30 days of hire				Varies	*		●						●	●						<ul style="list-style-type: none">• Required for all positions which serve alcohol or supervise those who do so.• Must be a nationally recognized program, such as one offered by the Educational Institute of the American Hotel and Motel Association, the National Restaurant Association and Training for Intervention Procedures by Services (TIPS).* Documentation must be kept on file.
Food Safety						Varies										●						<ul style="list-style-type: none">• Provided by an outside resource such as Serve Safe

405.00 Training Requirements Summary Table

Course Name	Timing			Delivery Method			Length/ Cost	Certification Upon Completion	Required for Position											Description	
	Pre-Opening	After Hire		Prerequisite	DVD / CD / Other	OnQ / Online			Live	All Employees	All Management	Owner	GM	DOS	Sales Manager	AGM	Front Desk	F&B Host / Server / Bartender	Van		Housekeeping
OnQ Property Management System																					
OnQ PMS	60 days prior to opening OR	Within 90 days of hire			●		40-60 hrs Costs included in OnQ contract, plus travel expenses	●	4-6			●									<ul style="list-style-type: none">Property Management System trainingGM + 4-6 employees must be certified (in accordance with OnQ PM training guidelines)If property has more than 300 rooms, GM must be certified; otherwise GM may designate an alternate member of staff to become certifiedOnQ Hilton University (for open hotels);OnQ Implementation Team Leader (for new hotels)
Sales																					
Reservation Processing for Front Desk	60 days prior to opening OR	Within 60 days of hire			●		1 hour \$0	●							●						<ul style="list-style-type: none">Reservations Processing training
OnQ R&I	60 days prior to opening OR	Within 60 days of hire			●		8 hours \$0	●		+ 2		●									<ul style="list-style-type: none">Room Inventory Management Reservations Processing trainingGM and a minimum of two executive managers (total three) must be certified.

405.00 Training Requirements Summary Table

Course Name	Timing			Delivery Method			Length / Cost	Certification Upon Completion	Required for Position												Description
	Pre-Opening	After Hire		DVD / CD / Other	OnQ / Online	Live			All Employees	All Management	Owner	GM	DOS	Sales Manager	AGM	Front Desk	F&B Host / Server / Bartender	Van	Housekeeping	Maintenance	
Sales (continued)																					
RMS	60 days prior to opening OR	Within 60 days of hire			●		8 hours \$325	●	2	1		●									<ul style="list-style-type: none">Two employees, the GM and one additional manager must be verified.Revenue Management Strategy and Implementation System training
HGI Customer Focused Selling Basic Course		Within 60 days of hire			●		6-8 hours \$415 (depend- ing upon country)	●	Sales	●											<ul style="list-style-type: none">Six online training modules and professional shop callRequired for Sales & Catering Managers (all sales employees EXCEPT DOS)
GroupQ – Lead Response Training	60 days prior to opening OR	Within 60 days of hire			●		30 min. \$0	●		+ 1			●								<ul style="list-style-type: none">Customer generated sales lead and RFP system trainingMinimum of two members of management must be certified, one of whom must be DOS.
eSales	60 days prior to opening OR	Within 60 days of hire			●		5 hours \$0	●		1		●	●	●							<ul style="list-style-type: none">eSales technology enhances the way the property does business with customers.All current GMs must be certified.eSales (non-interfaced hotels) trainingCatering Managers must also complete course.All employees who held positions as of 6/30/09 for which the course is required must be certified.

405.00 Training Requirements Summary Table

Course Name	Timing		Prerequisite	Delivery Method			Length / Cost	Certification Upon Completion	Required for Position												Description
	Pre-Opening	After Hire		DVD / CD / Other	OnQ / Online	Live			All Employees	All Management	Owner	GM	DOS	Sales Manager	AGM	Front Desk	F&B Host / Server / Bartender	Van	Housekeeping	Maintenance	
eSales International	60 days prior to opening OR	Within 60 days of hire			•	•	Course length not specified \$0	•				•	•	•							<ul style="list-style-type: none"> eSales Blended Learning solution training Hotel will be contacted by Sales Support Staff
CRM – Day in a Life	60 days prior to opening OR	Within 90 days of hire			•		2 hours \$0	•		•		•				•					<ul style="list-style-type: none"> Customer Relationship Management System training
CRM	60 days prior to opening OR	Within 90 days of hire				•	1-on-1 training		•												<ul style="list-style-type: none"> Customer Relationship Management System training Required for all non-Management CRM Next Step Document found on OnQ Insider > Brand Education > General Training Requirements OR in the “Day in Life” lesson
CRM – Keys To Success Training					•			•	•												<ul style="list-style-type: none"> Guest Profile and Best Guest Report is required for all non-OnQ PM hotels to complete Required for all team members Found on OnQ Insider > HGI > CRM > Training Resources
HGI Customer Focused Selling Advanced Course		Within 120 days of hire			•	•	2.5 days \$1050 + travel expenses (depending upon country)	•					•								<ul style="list-style-type: none"> Six online training modules and professional shop call OnQ Hilton University + Classroom Courses

405.00 Training Requirements Summary Table

Course Name	Timing			Delivery Method			Length / Cost	Certification Upon Completion	Required for Position												Description
	Pre-Opening	After Hire		DVD / CD / Other	OnQ / Online	Live			All Employees	All Management	Owner	GM	DOS	Sales Manager	AGM	Front Desk	F&B Host / Server / Bartender	Van	Housekeeping	Maintenance	
Brand Leadership																					
GM Program – Hilton Garden Inn University (HGIU)	90 days prior to opening OR	Within 120 days of hire			●	●	3 days \$3,400 + travel expenses	●		●		●									<ul style="list-style-type: none">Functional knowledge trainingOnQ Hilton University + Classroom Courses* <i>Management Company Representative must complete course</i>
GM and Director of Sales Conference	Jan. 2011 and at 24 month intervals					●						●	●								<ul style="list-style-type: none">HGI Brand Initiatives (for GM's)HGI Sales and Marketing Initiatives (for DOS)Contact BPS Director for information.Failure to attend may result in the property receiving a non-reversible, administrative “Unacceptable” grade on the property’s quality assurance audit for the calendar year in which the conference takes place. Subsequent violations may result in an administrative notice of default.



Brand Sales and Marketing Table of Contents

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501.00 Hilton Worldwide Trademarks and Logos

501.01 Hilton Worldwide Trademarks and Logos

A. Usage

1. Trademarks of Hilton Worldwide must be properly used as set forth in this standard in all advertising and promotional materials and be given a dignified and prominent position.
2. Trademarks of Hilton Worldwide must not be placed within shapes or borders except as provided in these standards.
3. The Hilton Worldwide name and /or logo is not allowed to be used on business cards, brochures, envelopes, letterhead, billboards or other promotional pieces without written approval from Hilton Worldwide.
4. Once approval is received for reproduction, local printers must follow the outline guidelines for reproduction of logos found on OnQ Insider.
5. Trademarks of Hilton Worldwide must not be etched in the surface of bathtubs or any other construction surface where they become permanent and cannot be easily removed.

B. Hilton Worldwide Logos

1. By December 31, 2010, properties must update all Hilton Worldwide logos as deemed necessary by the Brand.
2. The Hilton Worldwide logos must be used according to the guidelines as shown on OnQ Insider.

501.02 Guest Access Marketing Standards (Privacy Policies)

A. Hilton Worldwide Portfolio of Brands Privacy Values and Business Practices

The Hilton Worldwide Portfolio of Brands has adopted a set of privacy values that guide its stewardship of customer data as the foundation for beneficial customer relationships based on trust. Hilton Worldwide Portfolio of Brands customers are offered options on the use of their personal data. They may choose to opt-in or to opt-out of a variety of marketing offers and communications channels. The Hilton Worldwide Portfolio of Brands Guest Access Marketing Standards make it possible to honor customer choice.

Hilton Worldwide Portfolio of Brands and properties are also committed to business-building practices that direct activity toward taking share from Hilton Worldwide Portfolio of Brands competitors, rather than competing for the business of sister properties within the Hilton Worldwide Portfolio of Brands. The Hilton Worldwide Portfolio of Brands Guest Access Marketing standards are intended to serve as “rules of the road” in meeting this objective. For answers to questions about Hilton Worldwide Portfolio of Brands Access Standards, contact the Brand Performance Support team.

[Brand Identity Guidelines](#)

501.02 *continued***B. Use of Guest Personal Information****1. Definition of Personal Information**

Personal information is information about or related to an individual. It includes any information that can be linked to an individual or used directly or indirectly to identify an individual. Most information collected by a business about a customer or potential customer is likely to be considered personal information. Some examples of personal information are:

- a. Name
- b. Home or e-mail addresses
- c. Identification numbers (e.g., drivers license number, passport number)
- d. Account numbers (e.g., Hilton HHonors® number, credit card number)
- e. Physical characteristics
- f. Consumer purchase history or preferences
- g. Telephone number

2. Properties must not collect guests' personal information for marketing purposes.**3. The only acceptable use of guest access personal information for marketing purposes is when marketing a specific property. This must be conducted via approved Hilton Worldwide processes/channels. Use of guest personal information to market the products or services of a third party or non-Hilton Worldwide Portfolio of Brands property is never permitted.****4. Guest personal information is not allowed to be shared, sold or rented to third parties. Access to guest personal information is allowed to be granted to third parties only to assist in processing transactions or providing customer service and must be managed by Hilton Worldwide. Failure to comply with the guest access laws may result in fines to the property.****C. Guest Access**

1. Properties, management companies, franchise groups, clusters, brands, etc., must adhere to all applicable laws regulating communications (telemarketing, direct mail, e-mail, etc.) to consumers.
2. Hilton Worldwide's Customer Marketing team is the central point for communication to guests from all sources—managing volume, opt-outs and access across Hilton Worldwide. Direct mail lists must be obtained and approved by Customer Marketing. Contact Brand Performance Support regarding list requests and any desired communication to guests. This ensures that Hilton Worldwide Portfolio of Brands privacy standards are in compliance and seamless to the property user.

501.02 *continued***D. Marketing Channels****1. Unapproved Marketing Channels – Telemarketing, Outbound Fax and Property Generated E-mail**

Individual properties and property marketing clusters are not allowed to use telemarketing, outbound fax or property generated e-mail communications for marketing purposes. The sending of “blast fax” unsolicited advertisement to any telephone facsimile machine is prohibited. These restrictions are required to honor customer choice as well as to comply with applicable law.

2. Approved Marketing Channels – Direct Mail

When using direct mail, refer to [Standard 501.02.E](#) and [F](#) for specifics. Contact Brand Performance Support regarding list requests. This ensures that Hilton Worldwide Portfolio of Brands privacy standards are in compliance and seamless to the property user.

E. Property Access to Guests

Hilton Worldwide Portfolio of Brands properties can access a variety of guests and prospects via Hilton Worldwide approved channels.

These guests and prospect groups include:

- Past Hilton HHonors® and non-Hilton HHonors® guests of the property
- Hilton HHonors® tier level (Diamond, Gold, Silver and Blue)

Properties must contact the Brand Performance Support team to initiate any promotion or communication that would target past guests and/or Brand-dominant Hilton HHonors® members.

1. Access to Past Guests of the Property

- a. Properties can contact Brand Performance Support regarding list requests.
- b. Properties are not allowed to create a list of past guests out of the property's guest history file.
- c. Properties are not allowed to use any list of past guests or prospects compiled via business card collection, third-party list purchases, etc., without first working with Brand Performance Support to determine viability. If approved, the lists must be screened against the centrally managed opt-out database. This message/marketing piece must be approved by the Brand.

2. Access to Past Guests of Terminated Properties

Customer Marketing will centrally communicate to members with past stays at a terminated property to inform these members of all nearby Hilton Worldwide properties that can be considered alternatives within ten miles. This communication will be via scheduled e-mail communications approximately one month after property is terminated. Properties are automatically featured in these communications with the standard Brand offer and can elect to promote a bonus offer.

501.02 *continued***3. Access to Non-Hilton HHonors® Members**

Hilton Worldwide Portfolio of Brands properties are allowed to access Hilton Worldwide Portfolio of Brands guests who are not members of Hilton HHonors® by direct mail via Customer Marketing. If the property has a communication that is to be sent via Customer Marketing, the selection of past guests and suppression of necessary opt-outs will be handled automatically. Content review will be undertaken by the Brand. Contact Brand Performance Support regarding list requests.

F. Mailing List Usage Guidelines

Properties receiving access to such lists must agree in writing to safeguard the data as confidential and proprietary information and agree to follow proper approval steps.

1. Approval to use the list(s) is granted for one time only for marketing purposes that are approved by the property's general manager, the Brand marketing team and if applicable, Customer Marketing management.
2. Marketing materials approval must be obtained from Hilton Worldwide central legal department, from the Brand marketing team and, if applicable, Customer Marketing management. All items on the site are pre-approved by Hilton Worldwide's central legal department.

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502.00 Brand Identity System**502.01** Brand Specific Attributes**A. Brand Logo**

Refer to the Brand Identity Guidelines for more information.

B. This line item intentionally left blank.

502.02 This standard intentionally left blank. Brand Trademarks and Guidelines

502.03 This standard intentionally left blank. Dual Branding

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[Brand Identity Guidelines](#)

505.00 Advertising

505.01 General Rules

A. Acceptable Advertising

1. Only Brand Management authorized and approved advertising and promotional materials may be displayed within the property.
2. The property may only allow advertising and promotion of Hilton Worldwide Portfolio of Brands property and business partners approved by Brand Management on its premises.
3. Brand Management and the Marketing Team must approve all promotional materials prior to printing or production.
4. Advertising of any business that competes with any business of Hilton Worldwide or its affiliates is prohibited.
5. The property must maintain an advertising file.
6. All advertising should ideally be produced through an approved advertising creative agency for correct consistency and turn-key efficiency. Recommended suppliers can be found at the Creative Resource Center at www.hgicrc.com. If an alternate agency is selected by the property, the agency must agree to comply with all Brand advertising formats found in the Brand Identity Guidelines document. If in doubt about an ad, please contact Brand Marketing for advice.
7. The property's approved name, as stated in the License Agreement, and signature must always appear in all advertising.
8. All advertising of the property may carry one or more of the appropriate calls to action detailed below. This includes referencing the toll free number as specified by HGI Brand Management (1-877-Stay-HGI), the ability to make reservations via travel agents, the brand URLs, HGI.com or hiltongardeninn.com and their local phone number. Examples are discussed below.
 - a. "For reservations or information, visit hiltongardeninn.com or 1-877-STAY-HGI (or local application) or call the property direct at XXX-XXX-XXXX."
 - b. If the advertisement targets group events, substitute the toll free number for Hilton Direct® in place of the HRCC toll free number: "For your next event, visit HGI.com/hiltongardeninn.com/hiltondirect or call Hilton Direct® at 1-800-700-2635 or the property's sales department direct at XXX-XXX-XXXX."
9. Displaying non-Hilton Worldwide Logos Prohibited

The property may advertise only with other properties or with other Hilton Worldwide Portfolio of Brands properties.

[Brand Identity Guidelines](#)

[Creative Resource Center](#)

[Marketing Forms](#)

10. Additional Advertising/Signage

Advertising or posting additional signage (framed or unframed), flyers, or messages of any type in elevators and public space that is beyond the required or approved interior signage and décor package is prohibited. This includes postings such as reception menus or weather forecast, restaurant or local attraction promotions in elevators, corridors, lobby, front desk, etc.

505.02 Outdoor Advertising

A. General Rules

Refer to the Brand Identity Guidelines for more information.

B. Billboards

Refer to the Brand Identity Guidelines for more information.

C. Construction Signs

Refer to www.hgicrc.com for more information.

D. This line item intentionally left blank.

E. This line item intentionally left blank.

505.03 This standard intentionally left blank.

505.04 Vehicle Graphics

A. Property Vehicles

1. All property vehicles used for the transport of guests must display the appropriate identity items as specified in the Brand Identity Guidelines.
2. No other logos are allowed to appear on the courtesy vehicle unless approved by Brand Management.
3. The courtesy vehicle is not allowed to be jointly operated by any other hospitality company or brand outside of the Hilton Worldwide Portfolio of Brands unless required by local municipalities. Contact Brand Marketing for approved graphics.
4. All hotel vehicles used for the transport of guests must be clean and well maintained.
5. Smoking is not allowed in hotel vehicles and “No Smoking” signs must be prominently displayed.

B. This line item intentionally left blank.

[Brand Identity Guidelines](#)

[Creative Resource Center](#)

[Marketing Forms](#)

505.05 Co-op Advertising
Co-op advertising with quality partners must be submitted for written approval from the Brand prior to use.

505.06 This standard intentionally left blank.

505.07 This standard intentionally left blank.

506.00 Property Brochures and Collateral

506.01 General Rules

All property stationery, brochures and collateral must be created using Brand-approved templates.

506.02 Sales and Marketing Collateral

A. General Rules

1. Custom Rack Cards

All rack cards must be approved by Brand Marketing. The Brand has approved Swafford & Company Advertising as a preferred supplier. If the property prefers to use an alternate supplier, it must also be approved by Brand Marketing and meet the following:

- a. The map must be designed by the agency the property selects. (Swafford includes the map design in the price of the rack cards they produce.)
- b. Purchase the requested images (stock photography) as noted below for pre-opening property.
- c. Adhere to PMS colors detailed in the Brand Identity Guidelines. The required paper stock is 100 lb., white, #2 grade, enamel, matte finish cover stock.
- d. Rack card layout is standard and may not be altered:
 - 1) Image layout – three to five images
 - 2) Approved colors (Brand Identity Guidelines secondary color palette)
 - 3) Call to action
 - 4) Various sections – location, features and amenities
 - 5) Standard introductory paragraph
 - 6) HHonors® logo, property logo and tagline (If using HHonors® Points & Miles® logo, it must include the appropriate terms and conditions.)

2. Supplier must send a PDF proof for Brand Marketing approval. Card stock must be of similar weight and quality to Swafford-produced rack cards.

[Brand Identity Guidelines](#)

[Creative Resource Center](#)

[Marketing Forms](#)

507.00 Signage

507.01 This standard intentionally left blank.

507.02 Exterior Signage

A. General Rules

1. When utilized, DOT signs must follow all brand guidelines regarding logo usage.
2. Each property must be identified as a member of the Brand by the prominent display of a freestanding standard sign which has been approved by the Brand.
 - a. The primary sign must be installed at each property prior to its opening.
 - b. No other signs are allowed to be attached to any part of a property's primary or script signs.

See the "Property Signage Standards" brochure available on hiltongardeninnfranchise.com for further details on exterior signage.

507.03 Interior Signage

A. General Rules

1. The interior signage package for a property must reflect the quality that is associated with the Brand Standards. The colors chosen must tastefully complement the property interior and meet all Americans with Disabilities Act (ADA) guidelines.
2. Interior corridor signage must be brought up to the current standard at the time of any renovation within the corridor.

B. Accessibility

Refer to hiltongardeninnfranchise.com for more information.

C. Other Required Signage

Refer to hiltongardeninnfranchise.com for more information.

507.04 Recreation Area Signage

Refer to the Brand Identity Guidelines for more information.

[Brand Identity Guidelines](#)

[Hilton Garden Inn Franchise](#)

508.00 Graphics – Printed Materials and Supplies

508.01 General Rules

A. Reference to Property/Use of Mark

1. For properties under license as of 2000, whenever reference is made to the property and the property franchisee in any printed material, the following disclosure must also be displayed: “Owned [or operated] by [name of license entity] under license from [the Brand].”
2. Special use of this mark, including promotional or program taglines, must be developed and approved by Brand Marketing. Refer to the Brand Identity Guidelines for more information.
3. Whenever or wherever any of the marks are utilized, they must be used as defined in the Brand Identity Guidelines. For purposes of these standards, the “marks” means the service marks and all other service marks, copyrights, trademarks, logos, insignia, symbols, designs, slogans, distinguishing characteristics, trade names, domain names, and all other marks or characteristics associated or used with or in connection with the system and similar intellectual property rights that the Brand designates from time to time to be used in the system.

B. Print Advertisement Requirements

Refer to the Brand Identity Guidelines for more information.

508.02 This standard intentionally left blank.

508.03 Entry

Refer to the Brand Identity Guidelines for more information.

508.04 Public Space

Refer to the Brand Identity Guidelines for more information.

508.05 Elevators

Generic posters have been developed for placement in all property elevators. Two posters are required per elevator unless a waiver has been received by the property's Brand Performance Support director. For additional information or order posters, contact HGI.Marketing@hilton.com.

508.06 Front Desk

All properties must utilize the brand-approved room keys. Refer to the Brand Identity Guidelines for more information.

508.07 This standard intentionally left blank.

508.08 Food and Beverage

Refer to OnQ Insider > HGI brand page for more information.

[Brand Identity Guidelines](#)

[Creative Resource Center](#)

[Food and Beverage –
Graphics Order Forms](#)

508.09 Meetings/Business Center
Refer to OnQ Insider > HGI brand page for more information.

508.10 Commercial Facilities (Pavilion Pantry®)
Refer to OnQ Insider > HGI brand page for more information.

509.00 Internet Standards

509.01 General Rules

A. Strategy

The Brand's Internet strategy enables individual properties to capitalize on an Internet presence by using the brand Web site, hgi.com, for electronic marketing purposes as opposed to creating stand-alone Web sites.

B. Domain Names

The Brand currently assigns each property a domain address within the brand.com Web site that is to be used as the property's Internet address on the World Wide Web.

1. Domain names for all addresses related to the property or that redirect to property's Internet address must be owned by the Brand.
2. To transfer ownership of a domain to the Brand, request a purchase of a domain, or request a redirect, go to OnQ Insider > legal > forms.

C. Updates and Maintenance

Complete details for creating, updating and maintaining a brand.com property Web site can be found on OnQ Insider via HGI > Marketing > Toolkits > HGI.com Toolkit.

D. Search Engine Marketing and Optimization

1. No property, management company or franchise group is allowed to (directly or indirectly) purchase a keyword that includes any Hilton Worldwide Portfolio of Brands trademarked names other than their own officially approved property name or purchase other trademark names of competitor properties or authorize a third party to purchase the property name under any circumstance. Strict compliance with this standard is required.
2. Given the changing nature of this technology, the Brand has the right to withhold its approval, and to withdraw any prior approval, and to modify its requirements.

E. This line item intentionally left blank.

[Creative Resource Center](#)

[Business Center](#)

[Domain Forms
\(Register, Transfer,
Redirect and DNS\)](#)

[HGI.com Marketing Toolkit](#)

[Pavilion Pantry® –
Graphics Order Forms](#)



509.02 Web Sites

A. General Rules

1. All sites containing any of the trademarks and any linked sites must advertise, promote and reflect on the property and the system in a first-class, dignified manner. The Brand's right to approve all materials is necessitated by the fact that those materials will include and be inextricably linked with its trademarks. Therefore, any use of the trademarks on the World Wide Web, the Internet or any computer network must conform to the Brand's requirements including the identity and graphics standards for all system properties. Given the changing nature of this technology, the Brand has the right to withhold its approval and to withdraw any prior approval to modify its requirements.
2. Properties are not allowed, without a legal license or other legal right, to post on their site(s) any material in which any third party has any direct or indirect ownership interest including video clips, photographs, sound bites, copyrighted text, trademarks or any other text or image in which any third party may claim intellectual property ownership interests. Properties must incorporate on their site(s) any other information the Brand requires in the manner it considers necessary to protect its trademarks.
3. Upon the expiration or termination of the Franchise License Agreement, the property must irrevocably assign and transfer to the Brand or to its designee all rights, titles and interests in any domain name listings and registrations which contain any references to marks, systems or licensed brands. The property must notify the applicable domain name registrar(s) of the termination of its right to use any domain name or site(s) associated with the trademarks or the licensed brand and authorize the cancellation or transfer of the domain name to the Brand or a designee as directed by the Brand. All references to the Brand's marks or licensed brands must be deleted from any other site(s) owned, maintained or operated beyond the expiration or termination of the Franchise License Agreement. (Franchise License Agreement, Paragraph 5c.)

B. Stand-Alone Web Sites

All stand-alone Web sites must meet current Web site standards.

Stand-alone Web sites are any Web sites (including without limitation: html, xml, ftp, Web logs, chat, bulletin boards and any other electronic communications or distribution media) that are created by a property, group of properties or entity outside of the brand.com environment. This also includes property e-mail sites and address because they may display the Hilton Worldwide Portfolio of Brands marks.

The guidelines and rules below apply to any Web site representing any one of the Hilton Worldwide Portfolio of Brands, or any property therein, created outside of the corporate held/hosted Web sites (HGI.com).

[HGI.com Marketing Toolkit](#)

509.02.B *continued*

1. General Rules

- a. Once the property initiates the creation of a new stand-alone Web site, the property and all of its suppliers must work with Property Content and Support and the Brand Performance Support contacts to ensure that all guidelines are met. The property must have completely optimized its brand.com Web site before developing any stand-alone site.
- b. The information that appears on these sites is the sole and direct responsibility of the property(s)/entity. Content must be maintained by the property through the property's stand-alone supplier agreed upon defined process.
- c. The property is responsible for all aspects of its stand-alone sites, including without limitation all costs, fees, licenses, permits, claims, development and maintenance related in any way to these sites.
- d. A message must be displayed on the home page that states: "This Web site is for an individual property, (your property name). You may obtain further information regarding Hilton Garden Inn hotels at HGI.com." This information must link to the brand Web site.
- e. Additional pages or functionality added to the Web site after the initial launch of the site must be reviewed and approved as well by Hotel Content at Hotel.Content@hilton.com and HGI.Marketing@hilton.com.
- f. Existing stand-alone sites currently under contract must meet current Web site standards. A list of approved suppliers can be found within each Brand's Web Tool Kit.

2. Privacy

The Brand takes the collection and retention of personally-identifiable information seriously. Strict compliance is required for any stand-alone Web site to all applicable laws, standard practice instructions and/or brand standards. No personal information can be collected.

3. Data Capture and E-mail Lists

Stand-alone sites are not permitted to create their own e-mail capture or collect information from site visitors nor are they permitted to send promotional e-mails.

Stand-alone sites must adhere to [Standard 501.02 Brand Privacy Policies](#).

4. Trademark/Copyrights

All intellectual property created for the Hilton Worldwide Portfolio of Brands is owned by Hilton Worldwide. Hilton HHonors® intellectual property is owned by Hilton HHonors® Worldwide, LLC. Certain copyright notices and proper trademark usage must be displayed on the Web site. Legal must also review the references to third-party names and logos that appear on the site.

[HGI.com Marketing Toolkit](#)

509.02.B *continued*

5. Logos/Copyright

- a. All property stand-alone sites must feature the copyright line of ©[year, e.g., 2010] Hilton Worldwide at the bottom of each Web page. Franchised properties are allowed to feature the copyright line of its ownership group.
- b. All appropriate brand logo usage and copyright standards must be followed.

6. Purchase and Registration of Domain Names (URLs)

- a. Properties are not allowed to promote or advertise the licensed brand or the property on the Internet or any computer network unless prior written approval is obtained from Brand Management of the third-party Web site in which the property will be listed, any proposed links between the Web site(s) and any other Web site(s), any proposed changes to the Web site(s), and have registered the property's domain name through the Hilton Worldwide Domain Administrator.
- b. All domain names must be registered through Hilton Worldwide. To request a domain, go to OnQ Insider > legal > forms.
- c. Once submitted, the request will be reviewed by the Hilton Worldwide Domain Administrator. The property will receive an answer to the request within five business days. The property will pay no costs for the purchase of the domain (or its renewal) if it is registered through Hilton Worldwide. The property will be notified prior to the domain's expiration by the Domain Administrator to confirm or decline the renewal of the domain.

7. Hosting

The property and its suppliers will be solely and directly responsible for everything relating to their stand-alone Web sites, including without limitation, site hosting and maintenance. Properties are allowed to have their sites hosted by a company other than the site creator/developer. The third-party host must sign the Hilton Worldwide Web Services Agreement. If a domain name server (DNS) change is needed for a domain owned by Hilton Worldwide, go to OnQ Insider. The Hilton Worldwide Domain Administrator will make the change within five business days of the submittal of the form. Once the DNS has been updated, allow an additional 24 to 72 hours for the change to propagate throughout the Internet.

8. Brand Style Guides

The Web site must be well constructed with a “look and feel” consistent with Brand standards. All designs must be approved by the appropriate Brand Marketing team prior to the site going live. Please forward requests for approvals to Brand Marketing.

[Brand Identity Guidelines](#)[Domain Forms
\(Register, Transfer,
Redirect and DNS\)](#)[HGI.com Marketing Toolkit](#)

509.02.B *continued*

9. Reservations Functionality

a. Booking Engines

- 1) All reservations are to be routed directly to the brand.com Web site. Any and all fees, taxes, commissions or charges of any kind due or payable in regard to reservations are the property's sole responsibility.
- 2) The site must link back to the main brand.com reservations module for any/all reservations.
- 3) No brands outside of the Hilton Worldwide Portfolio of Brands are allowed to be cross sold.
- 4) In order to pass customers to a specific CTYHOCN reservation page or package page, certain parameters to the main reservation URL have to be added. For example:
<https://secure.hilton.com/en/hp/res/index.jhtml>
Main reservation URL for Hilton Garden Inn Southaven, add CTYHOCN
Featuring property – Hilton Garden Inn <https://secure.hilton.com/en/hp/res/index.jhtml?ctyhocn=memshgi>
- 5) There are other parameters that can be added to pass the customer to a specific reservation result, including:
 - a) SRP
 - b) SRP description
 - c) Corp ID
 - d) Arrival and departure dates

10. Search Engine Optimization and Marketing

Hilton Worldwide has engaged www.organic.com to provide a corporate strategy for search engine marketing and optimization. Search Engine Marketing consists of two important areas: Optimization and Paid Search.

- a. As Hilton Worldwide rolls out the Search Engine Marketing Strategy for the Hilton Worldwide Portfolio of Brands, clusters, and local properties, there are some key principles that are critical in order for Hilton Worldwide to achieve efficient and cost effective results.
- b. No property/management company/franchise group is allowed to (directly or indirectly) purchase a keyword that includes any Hilton Worldwide trademarked names other than their own officially approved property name; nor can they purchase other trademark names of competitor properties; nor can they authorize a third party to purchase the property name under any circumstance. Contact SEARCH@hilton.com for assistance in purchasing a local search for your property.

509.02.B *continued*

- c. Given the changing nature of this technology, Hilton Worldwide has the right to withhold approval, withdraw any prior approval and modify its requirements.
- d. Guidance and requests may be found by clicking on the following links:
 - 1) HGI.com Toolkit
 - 2) Domain Request for Purchase
 - 3) Domain Redirects

11. Reporting and Analytics

The Web site hosting company is required to provide the following basic reporting upon request to Hilton Worldwide for measurement of the success of the site:

- a. Reports for the entire site as well as participating featured properties
- b. A visitor summary representing unique visitors, average visits per visitor, visitors who visited once, and visitors who visited more than once
- c. Page views
- d. Visits
- e. Top pages
- f. Top referrers

12. Links**a. Links to Other Sites**

The site can neither promote nor link:

- 1) To any non-Hilton Worldwide property
- 2) To any third-party Web site unless approved by Brand Performance Support manager
- 3) To other sites that dilute traffic from the HGI.com site
- 4) To other sites that generally have questionable data/content over which Hilton Worldwide does not have control

b. Third-Party Links – Framing

“Framing” is the process of allowing a user to view the contents of one Web site while it is framed by information from another site, similar to the “picture-in-picture” feature offered on some televisions. For example, a user of a search engine may view the contents of an online store that is framed by the search engine’s text and logos.

- 1) A site cannot use framing or other methods to copy or make any use of the content of stand-alone Web sites. Also, the property cannot permit the site to be framed.

[Domain Forms](#)
([Register](#), [Transfer](#),
[Redirect and DNS](#))

[HGI.com Marketing Toolkit](#)

509.02.B.12.b *continued*

- 2) Framing could trigger a dispute under copyright and trademark law theories because a framed site arguably alters the appearance of the content and creates the impression that its owner endorses or voluntarily chooses to associate with the framer.
- c. Third-Party Links Outside of the Brand
- 1) If using third-party links outside of the Hilton Worldwide brand sites, they must be opened using an external browser screen window.
 - 2) The property must review, and Hilton Worldwide retains the right to disapprove at any time, linked third-party sites outside of the Brand. Any such site cannot include information about, or link to, other competing property Web sites nor have “questionable” data.
- d. Brand.com Referral Links
- 1) Required
 - a) Reservations
The site must link back to the hgi.com reservations module for any/all reservations. See detail under section [509.02.B.9, Reservations Functionality](#).
 - b) Groups and Meetings
The site must link back to the hgi.com/meetings or hiltondirect.com. Request a proposal for any and all group, meeting, convention, leisure, and tour/wholesale related requests.
 - c) Our Best Rates. Guaranteed.
Mention the Best Rates guarantee on the home page and reservation pages and link to hiltonworldwide.com/en/ww/ourbestrates/overview.jhtml.
 - d) Hilton HHonors®
Link to hiltonhhonors.com.
 - 2) Allowed
 - a) Directions and transportation
 - b) Specials and offers
 - c) Local maps
 - d) Business and attraction locator
 - e) The weather feature on brand.com is not licensed for use on any stand-alone Web site.

[HGI.com Marketing Toolkit](#)[Our Best Rates. Guaranteed](#)

509.02 *continued*

13. Hilton HHonors®

All Hilton HHonors® content and/or integration of Hilton HHonors® with links to hiltonhhonors.com must be submitted to Hilton HHonors® for approval. Contact 1-800-5ADVICE.

C. Hilton Worldwide Portfolio of Brands Cluster Web Site

1. Participation

Properties desiring to participate with a Hilton Worldwide Portfolio of Brands Cluster Web site must comply with Hilton Worldwide cluster guidelines. See Clusters Web site information on OnQ Insider.

2. Contacts/Resources

- a. For Hilton Worldwide Legal Department, Brand Online Marketing, Domain Request for Purchase Tool Kit, Domain Transfers and Domain Redirects, refer to OnQ Insider.
- b. Hotel Content
(877) 777-7881
Hotel.Content@hilton.com
- c. Purchase or Transfer of Domain Names
Hilton Worldwide Domain Administrator
Domain.admin@hilton.com
- d. Brand Marketing
(800) 5ADVICE (5238423)
HGI.Marketing@hilton.com

D. Imagery Standards

1. General Rules

- a. All properties must make available still property images on brand.com. Properties are allowed to load multiple images free of charge.
- b. No property is allowed to have more images on a third-party or stand-alone Web site than they have posted on HGI.com.
- c. Images must be an accurate representation of the property facilities and rooms.
- d. All images must be property specific unless the property is a new property, in which case generic brand images, chosen from the Brand Creative Resource Center at www.hgicrc.com, are acceptable until 90 days post opening. Use of generic brand images must be in compliance with all rights usage requirements.

[Creative Resource Center](#)[Domain Forms](#)
(Register, Transfer,
Redirect and DNS)[Hilton HHonors®](#)

509.02.D *continued***2. Images/Photos Brand Approvals**

- a. Properties submitting images must prove in writing that they own the images and have Internet usage rights. Usage remains at the property's sole risk and responsibility.
- b. Photography release forms must be signed by any photographer for any property image. (The property must ensure that it can use all images without any obligation to pay a recurring royalty fee.) Releases are also allowed to be obtained from agencies hired by the property (if the agency's contract specified that the property owns all rights and privileges related to the images).
- c. Each property must maintain in its records original signed copies of all necessary releases, agency agreements, work-for-hire agreements, non-disclosure agreements and all other agreements related to its submitted images, content and sites.

3. Logos/Copyright

- a. All property stand-alone sites must feature the copyright line of ©[year, e.g., 2010] Hilton Worldwide at the bottom of each Web page. Franchised properties are allowed to feature the copyright line of its ownership group.
- b. All appropriate brand logo usage and copyright standards must be followed.

4. Images

Specific required images to be available on HGI.com are as follows:

- a. Required Still Photography (pixel size for all should be greater than 1500)
 - 1) Exterior
 - 2) Front desk/lobby
 - 3) Pavilion Pantry®
 - 4) Standard guestroom (one image of each room type below):
 - a) King room
 - b) Double/double room
 - c) Queen/queen room (where applicable and over 10 percent of available inventory)
 - 5) Upgraded rooms (one image of each room type; where applicable and over 10 percent of available inventory)
 - a) King room
 - b) Double/double room
 - c) Queen/queen room

509.02.D.4.a *continued*

- 6) Suite (one image of each suite type; where applicable and over 10 percent of available inventory)
 - a) Living room
 - b) Bedroom
- 7) On-site dining – Great American Grill®/restaurant and bar or local application
- 8) On-site leisure facilities (where applicable)
 - a) Swimming pool/whirlpool
 - b) Fitness center
 - c) Game room
- 9) On-site meeting/business facilities (where applicable)
 - a) Meeting/conference rooms
 - b) Business center
- b. Recommended Still Photography
 - 1) Destination shots (nearby destinations such as beaches, rivers, lakes, mountain views, etc.)
 - 2) Off-site leisure activities (where applicable):
 - a) Golf
 - b) Tennis
 - c) Fitness center
 - d) Shopping
 - e) Entertainment
- c. Recommended Panoramic Photography

These are interactive images that allow a guest to zoom in/out and rotate the view up to 360 degrees. Still photography cannot be used as panoramic imagery. Panoramic imagery is allowed to be used as still photography; however the quality will not be as good as a still. The panoramas must include:

 - 1) Exterior
 - 2) Front desk/lobby
 - 3) Pavilion Pantry®

509.02.D.4.c *continued*

- 4) Standard guestroom
 - a) King room
 - b) Double/double room (where applicable)
 - c) Queen/queen room (where applicable)
- 5) Suite (where applicable)
 - a) Living room
 - b) Bedroom
- 6) On-site dining – Great American Grill/restaurant and bar or local application
- 7) On-site leisure facilities (where applicable)
 - a) Swimming pool
 - b) Fitness center
 - c) Game room
- 8) On-site meeting/business facilities (where applicable)
 - a) Meeting/conference rooms
 - b) Business center
- d. Recommended Video Tour

A video tour is the equivalent of a television commercial. For example, a one to two minute advertisement that showcases the property and/or flash animation replicating a slide show.

509.03 This standard intentionally left blank.

Reservations and Distribution Experience
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601.00 General Rules

601.01 Franchisees to Determine Rates

Room rates are to be determined at the discretion of each property. Room rates effective in the reservation system at the time the reservations are made are guaranteed. In the event that the guestroom rate increases prior to the date of arrival, the guest must not be charged more than the rate guaranteed at the time of the initial reservation. Any changes to the arrival date are subject to availability and possible rate change.

A. Rate Discrepancies

If a guest advises Hilton Worldwide of a rate discrepancy, Hilton Worldwide must verify the complaint and resolve the matter by mailing a refund to the guest. The property must reimburse Hilton Worldwide for the amount of the refund.

601.02 Hilton Reservations & Customer Care (HRCC)

A. Acceptance of Reservations

The property must accept all reservations made through HRCC, Global Distribution Systems, the Internet or other booking channels approved by the Brand. In addition, the rate confirmed by HRCC must be honored by the property.

602.00 Required Sales and Marketing Programs

All properties must participate in Hilton Worldwide Sales and Marketing programs (e.g., marketing, training, operating) that the Brand designates beneficial. Current Brand programs include, but are not limited to, the following:

- A. Our Best Rates. Guaranteed.®
- B. Travel Agent Commissions Program
- C. Hilton Plus
- D. Global Distribution System
- E. Unlimited Budget Program
- F. Hilton Worldwide Team Member Travel Program
- G. Senior Rate
- H. AAA

[eSales](#)[Revenue Management](#)[Sales Toolkit](#)

602.01 Our Best Rates. Guaranteed.®

A. Same Rates Offered

The property must offer all rates and inventory available to the general public through Hilton Worldwide proprietary booking channels which include HRCC, brand.com Web sites and OnQ.

1. No general public rate offering may be sold through any non-Hilton Worldwide Web site or any other channel (including third-party resellers/wholesalers, merchant model Web sites, GDS, etc.) unless that rate is also made available (at no less favorable terms) on the Hilton Worldwide channels. All general public rate offerings must be consistent across all Hilton Worldwide channels.
2. Guestroom inventory must be maintained using the Central Reservations System (OnQ Rate and Inventory) and be updated on a regular basis. Each property must maintain a balanced inventory between the front office system and the reservation system.

B. Exceptions

Properties are permitted to provide lower rate offerings to third parties without having to offer the same low rates to the Hilton Worldwide channels only if:

1. The Brand is not discernible at the time of purchase (true opaque channels such as Priceline.com).
2. The third party is a wholesaler who resells bundled packages to the guest where the property rate is not discernible.
3. Bundled packaging offered on any non-Hilton Worldwide Web site/channel (including third-party resellers/wholesalers, merchant model Web sites, GDS, etc.) must also be made available through Hilton Worldwide channels.

C. Violations

If the property violates this Brand Standard it will be charged the actual cost of the resolution (at a minimum honoring the lowest price) plus the current guest assistance intervention fee. An intervention fee of \$100 is charged to the property due to a violation of the Rate Integrity and Consistency Standard, regardless of whether or not the guest actually stays.

Repeated violations will be documented and escalated through the normal quality assurance process.

D. Invoking Best Rates Guarantee

To claim the guarantee, the guest must have a confirmed reservation made on brand.com, hiltonhhonors.com, hiltonworldwide.com, Hilton Reservations Worldwide or directly at a property. If the guest finds a lower publicly available rate on a non-Hilton Worldwide booking channel (except for opaque Web sites) for the same accommodations at the same property, same dates of stay, same length of stay, same number of guests and same room type and available for purchase, within

[Our Best Rates Guaranteed.](#)

24 hours of booking the reservations, the guest must fill out and submit a claim form to Hilton Worldwide's guest assistance department in the manner prescribed in the form or they may call 1-877-STAY-HGI to process the claim. The claim form or phone request must be received within 24 hours of the time the original reservation was confirmed and at least 72 hours prior to arrival at the property. Once Hilton Worldwide verifies the availability and eligibility of the lower rate, the reservation rate will be adjusted to match the lower offering and Hilton Worldwide will send the guest a \$50 American Express® Gift Cheque. The Gift Cheque must be sent the next business day after the guest's stay, as reserved, is completed.

602.02 Travel Agent Commission Program

A. Mandatory Participation

All licensees with OnQ Property Management system are required to participate in the centrally paid Travel Agent Commission Program administered by the Distribution Partner Services (DS) department and to reimburse the Brand by the 15th of the month for commissions paid the previous month.

The DS will only pay commissions to bona fide sellers of travel and members associated with the Affiliates program.

1. Generally up to a 10 percent commission is paid on all general public and other commissionable rates.
2. To ensure consistency, properties are not permitted to extend additional commissions to travel agents above 10 percent.
3. Commissionable rates include: Senior rates, AAA rates, government rates, consortia parity rates, Best Available Rates, and rates identified in the reservation systems as such.
4. Properties are required to submit their travel agency commission reports nightly via the OnQ Property Management System.
5. For commission inquiries, travel planners can call the Perot Customer Service Helpline at 800-873-1215, Monday through Friday, 8:00 a.m. to 5:00 p.m. EST, or write to:

Perot Systems TACS
Attn: Commission Inquiry
13880 Dulles Corner Lane
Herndon, VA 20171

or fax the inquiry to Perot Systems TACS at 703-480-6917

or e-mail to tacs.customerservice@ps.net

Travel planner commission inquiries will be posted on the Perot Systems Web site
<http://ce.tacsnet.com>.

6. Commission inquiries must be researched for a period of up to six months after the departure date of the reservation.
7. The DS department reserves the right not to pay commissions to a travel agent if in Hilton Worldwide's reasonable judgment the agent does not engage in sound ethical, business and legal practices in the operation of its business.

For additional information regarding the Travel Agent Commission Program, please see the DS Web site on OnQ Insider.

[Team Member
Travel Program](#)

602.03 Hilton Plus Program

All properties must participate in the Hilton Plus program. This program provides a Web site for the Brand's customers to book travel needs such as guestrooms, airfare trip insurance, rental cars, and additional services like trips to Disney®, etc. These packages can be purchased for one package price. The property gets 25 percent of the positive gross margin on all components of the guest stay except for the guestroom. The 25 percent amount is currently credited back to the property via the monthly invoice.

602.04 Global Distribution Program (GDS)

All properties must participate in the centrally paid GDS booking fees (and all other third-party bookings) and to reimburse the Brand System by the 15th of the month for booking fees paid the previous month.

602.05 Unlimited Budget Program

All properties must participate in the centrally paid Unlimited Budget program and must reimburse the Brand by the 15th of the month for commissions paid the previous month.

602.06 Team Member Travel Program (TMTP)

A. Mandatory Participation

All properties must participate in the Hilton Worldwide Team Member Travel Program (TMTP). The program is to be offered to team members of Hilton Worldwide and its properties. This discount is intended for team members traveling on personal, not company, business. Team members must surrender a signed passport voucher upon registration.

1. A discount, as determined by Hilton Worldwide, must be offered at each Hilton Worldwide Portfolio of Brands property.
2. Upon hire, there is no waiting period for eligibility.
3. Each property must sell guestrooms under the team member discount program. Properties with 75 or more guestrooms must make available a minimum of three guestrooms per night. Properties with fewer than 75 guestrooms must make available a minimum of one guestroom per night. Reservations may be made the same day as arrival. The team member discount rate (EDP) must be granted for those guestrooms, upon request, unless a special event has been identified in advance. TMTP guestrooms that are not reserved will be released seven days prior to arrival.

4. The only blackout dates permitted are for special events. A maximum of 15 blackout dates per calendar year are permitted. Properties must communicate these special events to Global Distribution Management in advance.
5. All no-show/cancellation and walk policies apply to team member reservations.
6. Team members are responsible for settling all charges upon checkout.
7. Hilton Worldwide reserves the right to change, cancel or audit compliance with this program at any time. Go to <http://www.hilton.com/tmtp> for complete details of this program.

B. Exceptions

This program does not include properties located within 50 miles of the employee's work or residence.

602.07 This standard intentionally left blank.

602.08 Hilton Family Travel Program

If a property participates in the Hilton Travel program, all reservations must be made through the Team Member Travel Web site: <http://www.hilton.com/tmtp>. Reservations must not be made through HRCC for the Family Travel Program.

603.00 Reservation Standards/Inventory

603.01 General Rules

A. Information Provided to Guests

Individuals processing reservations (via telephone or directly) must provide guests with the following information:

1. Confirmation of property site and address
2. Confirmation of the type of accommodations and any special requests
3. Confirmation of the guestroom rate plus tax
4. An explanation of the reservation conditions (i.e., 6:00 p.m. hold, payment guaranteed or advance deposit required)
5. An explanation of key amenity benefits (e.g., complimentary breakfast)
6. Confirmation number (advising guests to keep a record of such)
7. Cancellation policy

[Hilton Family Travel Program](#)

[Team Member
Travel Program](#)

B. Reservation System Profile

1. The property must maintain accurate and current room rate information, room type descriptions and general property information listed in the reservation system, global distribution systems and Property Information Management Database.
2. The property must provide the Brand and any other party specified by the Brand, with all requested property information concerning rates and general information by the specified due date.

[OnQ Insider](#)[OnQ Sales & Events](#)**603.02 Hilton Worldwide Booking Channels****A. This line item intentionally left blank.****B. Group Request for Proposal (RFP)**

All properties must respond to group leads that are generated by Hilton Worldwide channels within four business hours of the origination time for each lead. Leads will be generated by Hilton Worldwide Sales, Hilton Direct, HGI.com, hiltondirect.com, cvent.com, starcite.com as well as other lead referral applications and sites. All group leads generated by Hilton Worldwide channels will have an alert sent via e-mail to the property's Hilton.com generic distribution list. Response may be required via e-mail, through OnQ Sales & Events or in the GroupQ application.

Properties receive a second request notification when the original lead is not responded to within twenty-four business hours, excluding holidays and weekends.

C. Business Travel Sales Requests for Proposal

All Business Travel Sales (BTS) Requests for Proposals (RFPs) are sent to the properties via the OnQ Solicitation Management application. Properties must respond to all solicitations by each RFP deadline as reflected in OnQ Solicitation Management located in OnQ Insider. The status of each solicitation must reflect "Responded", "Re-Responded" or "Responded-Nonparticipation" to be in compliance with the standard.

Compliance with the BTS RFP standard will be defined by the At a Glance Report in OnQ Solicitation Management. Properties with one or more Requests for Proposals (RFP) annually with a status of "Responded-Nonparticipation" with a nonparticipation reason of "Property Non-Response by deadline" will be in violation of the standard.

603.03 Reservations Processed 24 Hours Daily**A. General Rules**

1. Reservation requests at the property must be processed 24 hours a day at no charge to the guest.
2. Transferring a reservation call to a central reservation office (CRO) is prohibited unless the property is set up with Hilton Reservations & Customer Care (HRCC) for reservations for consolidated desk services. The property may enter into a separate agreement with HRCC, for a fee charged to the property, where HRCC will handle all reservation calls wherever the service is available.

3. Properties must make reservations and cancellations in accordance with established procedures for up to 357 days in advance.

603.04 Percentage of Rooms Available

A. Minimum Inventory Available Through Central Reservation System (CRS)

Every property must make a minimum of 85 percent of its total rentable guestrooms available for sale through the Hilton Worldwide Central Reservation System (CRS) for each day in inventory (exceptions granted during pre-determined special event periods).

B. Guestroom Availability

1. 53 weeks of guestroom availability (inventory) and rates must be kept current in the CRS.
2. Minimum guestroom allotments/allocations for brand-sponsored sales and marketing programs in which the property participates must be kept current in the CRS.

603.05 Guaranteed Reservations

A. Accepted Payment Types

1. Reservations System Handling

- a. The property is required to accept a guest's guarantee for reservations by one of the following methods:
 - 1) By payment of required advance deposit, including tax
 - 2) By providing a billable (and collectible), acceptable credit card number which shall be submitted to the credit card company for payment should the guest either fail to arrive or to cancel the guaranteed reservation by the applicable cancellation time (host property time)
 - 3) By receiving a fax or e-mail from a company that has credit approval with the property
 - b. If the property requires an advance deposit, it must refund the deposit if a cancellation is received in accordance with the property's cancellation policy.
 - c. If the reimbursement is not made and a complaint is registered, Hilton Worldwide may make the reimbursement and the property must reimburse Hilton Worldwide.
 - d. In the case of an advance deposit reservation, the deposit must also be refunded within seven days.
2. American Express®, OPTIMA®, Diner's Club®, Discover®, Visa®, MasterCard®, JCB Card and other vouchers or certificates officially designated in writing by the Brand must be accepted at all properties for lodging, Pavilion Pantry®, laundry and telephone charges when settled through the front desk.

3. Cash or money orders must be accepted as methods of payment for guests' current stays. The property must accept personal checks and travelers checks for payment of account (local credit procedures apply).
4. Properties requiring advance deposits must accept payment guaranteed reservations for those reservations sold through the reservation system for an arrival time that is within 72 hours. Checks, money orders and credit cards are acceptable methods of advance deposit payment.
5. If no special deposit policy is established in the reservation system, an advance deposit reservation booked as "need deposit" can be cancelled if no deposit is received 72 hours prior to arrival.

B. Guaranteed Room Types

Guestroom types (bedding type, smoking/non-smoking and accessible guestrooms) are guaranteed when a reservation is made for a specific guestroom type in the reservations system. Special requests are not guaranteed.

C. Terms of Reservations

Rates, guarantee, deposit and cancellation policies effective in the reservation system when the reservation is initially made are guaranteed.

603.06 Cancellation Policies

A. Reservation Holds

Reservations must be held until local host property guarantee policy at the time of the booking except for payment guaranteed reservations. All reservations secured by advance deposits must be held all night until checkout time the following morning.

B. Early Departure Penalties

Early departure penalties are prohibited, with the exception of "special event" reservations.

603.07 "Walk" Policies

A. Payment-Guaranteed Reservations

Team members must offer to find other available Brand property accommodations in the area when the property is filled and a payment-guaranteed reservation can not be accommodated. However, if there are no Brand property accommodations in the area suitable to the guest, the team member must offer to find other suitable accommodations within the Hilton Worldwide Portfolio of Brands. If there are no other properties available, suitable accommodations for the guest should be secured.

1. The property must reimburse for any necessary expense incurred by the change including, but not limited to, the cost of transportation and telephone calls to notify the family or business associates of a change in lodging place.
2. The property must pay the full cost of the first night's lodging rate at another sister brand property, or if this is not available, then at another convenient and comparable property.

3. The property's general manager must follow up in writing with an apology to the guest and an invitation to return to the property the following night with an upgrade or other VIP treatment.
4. If the reimbursement is not made and a complaint is registered, the Brand may make the reimbursement, and the property must reimburse the Brand within ten days.
5. See [Section 703.10 – Diamond Guarantee](#) if a member is walked/relocated.

B. This line item intentionally left blank.

603.08 This standard intentionally left blank.

604.00 Guestroom Rates

604.01 General Rules

A. This line item intentionally left blank.

B. Children Under Age 18 Complimentary

No charge can be allowed for children 18 years of age and under, staying in the same room as their parent or guardian and using existing furnishings.

C. This line item intentionally left blank.

D. Complimentary Cribs

No charge is allowed for the use of cribs.

E. This line item intentionally left blank.

F. Smoking/Non-smoking Same Rate

Properties must not differentiate guestroom type accommodation pricing based solely on the smoking or non-smoking attribute. For example, pricing a standard king non-smoking guestroom accommodation type at a premium or at a discount to a standard king smoking guestroom accommodation type is not permitted. Pricing parity must be maintained for all comparable smoking and non-smoking type guestroom accommodations

G. Accessible Rooms Rates

1. If all the accessible guestrooms in the property are of one bed type (e.g., all kings, all double queens) but non-accessible guests have a choice of guestroom types at different rates, the property must charge the lowest non-accessible guestroom rate for an accessible room.
2. If the property's accessible guestrooms have only one bed, and guests requiring these accessible accommodations require two beds to meet their needs, a complimentary alternative (free use of a rollaway bed or complimentary connecting room) must be provided to the guest.

H. Payment/No-Show Billing

If a guest is charged for a guaranteed no-show, a letter must be mailed or e-mailed to the guest informing the guest of the charges, the reservation confirmation, amount charged and credit card charged. A property contact with phone number must be noted for questions regarding the charge.

I. All Services Provided Regardless of Rate Charged

1. Properties are prohibited from selling/charging for services and/or products that are elements of the Brand's core features.
2. Posting of specific incremental charges for Brand core product and service elements (labor/service fees, energy charges, resort fees, etc.) is prohibited.

604.02 Senior Rate

A. Mandatory Participation

All properties must establish a senior rate (Y2) in the central reservation system. Presentation of valid identification for guests 62 years of age must be provided to receive the discounted rate off of the best available rate. Discounts are at the discretion of each property.

This rate plan follows additional guidelines below:

1. Not required to be offered as Last Room Available (LRA)
2. Cannot be combined with any other discounts
3. Not required to be available in addition to group or special event rates

604.03 AAA

A. Mandatory Participation

All properties must have a AAA rate established in the Central Reservations System. Presentation of valid membership is required to receive the discounted rate. Properties must offer a minimum of five percent discount off the best available rate.

This rate plan follows additional guidelines below:

1. Rates may vary by location, day of week, and seasonally
2. Not required to be available in addition to group or special event rates
3. Guests may confirm up to two rooms

604.04 Seasonal Rates

Highest seasonal guestroom rates must be posted conspicuously in all guestrooms.

604.05 Local Rates

Highest rates dictated by local or state ordinance must be posted in conjunction with seasonal rates.

604.06 This standard intentionally left blank.

605.00 Distribution Standards

605.01 Distribution

Any property that chooses to offer inventory, either directly or indirectly, must comply with all of the provisions of this standard, which includes:

A. Accreditation of Distributors

For online merchant (wholesale) or opaque distributors: Offer inventory only when Hilton Worldwide has accredited (or temporarily accredited) a distributor.

B. Consistency Standard

Comply with the terms of the Best Available Rates Integrity and Consistency Standard. Actual selling rates (wholesale, retail, or otherwise) are determined by each property.

C. Web Site and Trademark Protection

Comply with the terms of all Web site and Trademark Protection Standards such as (but not limited to):

1. Refrain from bidding on or purchasing keywords containing Hilton Worldwide trade names or trademarks (e.g., individual properties may only buy brand neutral keywords and/or the property's official name as listed in the Brand directory).
2. A property is not authorized to permit use of Hilton Worldwide trade names or trademarks to any distributor. This includes advertising or any other direct or indirect marketing (e.g., affiliate programs, metasearch).
3. Any content provided by the property to an accredited distributor must also be provided to Hilton Worldwide for its branded Web sites and is subject to Hilton Worldwide review and approval at the discretion of Hilton Worldwide.

D. Participation with All Accredited Distributors

Hilton Worldwide accreditation standards require that if a property participates with third-party online merchant distributors, then the property must participate with all accredited distributors approved by Hilton Worldwide when offering merchant model inventory. If the property chooses to participate with a Hilton Worldwide accredited opaque site, it is required that those sites make our brand non-apparent at the time of booking in order for the property to participate. Properties are not required to participate with all accredited opaque sites.

606.00 Miscellaneous Charges

606.01 Charges Allowed to Room

A. No automatic Additional Charges

Guests must not be charged an automatic additional amount for any permanent structure or feature of a guest suite (e.g., in-room safes, van service). Items must not be placed in a guestroom that would be charged to a guest if consumed (e.g., bottled water, snacks).

B. This line item intentionally left blank.

C. This line item intentionally left blank.

606.02 Parking Fees

All parking must be free to registered guests.

606.03 Fine for Smoking in a Non-smoking Room

Requesting or requiring a guest's signature and/or initials to charge them if they smoke in a non-smoking guestroom is prohibited. This includes, but is not limited to, a stamp, sticker or change on the registration card or by using a supplemental written agreement.

607.00 This standard intentionally left blank.

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701.00 General Rules

All properties must participate in the Hilton HHonors® program, which entitles guests who have signed up for membership to participate in our guest loyalty program and to accumulate points and airline miles.

[HHonors® Property Operations](#)

702.00 Hilton HHonors®

702.01 Guest Manager Leader

The property must designate an on-property Hilton HHonors® Guest Manager Leader who facilitates renewed focus on Hilton HHonors® members, ongoing employee Hilton HHonors® training, consistent delivery of in-property benefits, member enrollment oversight, reward availability, and stay tracking troubleshooting.

702.02 Hilton HHonors® Floors

Designated Hilton HHonors® floors are not permitted.

702.03 Hilton HHonors® Rewards Inventory

Entering false information which removes inventory and blocks valid Hilton HHonors® reward stay bookings is prohibited.

702.04 This standard intentionally left blank.

[Hilton HHonors®](#)

703.00 Hilton HHonors® (Portfolio-Wide)

All Hilton HHonors® members must receive corresponding benefits with the current Hilton HHonors® requirements for each membership level. Refer to www.hiltonhhonors.com.

703.01 Hilton HHonors® Gold and Diamond Elite Status

A. Preparation of Rooms and Amenities

All properties must comply with the Hilton HHonors® program requirements for Gold and Diamond Elite Status.

703.02 Hilton HHonors® eCheck-In

A. Mandatory Participation

Each property must participate in the eCheck-In program for Hilton HHonors® guests. eCheck-In applies only to Diamond/Gold members.

B. eCheck-In Process

1. eCheck-In must be available to guests beginning at 6:00 a.m. local time on the day prior to arrival until 10:00 p.m. local time on the day of arrival provided they are eChecking-In at least two hours in advance of the guest-supplied arrival time.
2. The property must complete the check-in process in OnQ property management system.
3. eCheck-In guests must not be required to present a signature for check-in. Identity must be verified and room key must be presented.

703.03 Hilton HHonors® Express Check-In

A. Mandatory Participation

Express Check-In service must be provided to all Hilton HHonors® members. This process must be quick and efficient.

B. Express Check-In Process

1. All Hilton HHonors® member rooms must be pre-assigned before their arrival. The key must be prepared and placed in the key card jacket holder prior to arrival.
2. Upon arrival, the guest service representative must verify identity, verify method of payment, pull the key from the key card jacket holder, and use the appropriate Customer Really Matters (CRM) protocol.

NOTE: For Gold and Diamond Hilton HHonors® Members, the credit card information must be retrieved from the guest's Hilton HHonors® Profile. A copy of the credit card and signature must not be solicited.

3. The guest's name must be used at least once.
4. Length of stay, method of payment, knowledge of complimentary services and airline partner for point accumulation must be confirmed.
5. If applicable, verify familiarization with GSS bed functionality and/or engage in conversation using brand approved dial signage and messaging.
6. All other check-in protocol must be suspended.

703.04 Hilton HHonors® Courtesy Call Back

A. Existing Members

Hilton HHonors® members must be incorporated into the existing "Own the Goodbye" procedures. The guest must receive a courtesy call-back.

B. This line item intentionally left blank.

[Customer Really Matters \(CRM\)](#)

[HHonors® Property Operations](#)

[Hilton HHonors®](#)

703.05 Hilton HHonors® Newspaper Delivery**A. Newspaper Availability**

1. The property is allowed to exclude international tour/travel groups and airline and cruise employees. Groups excluded from receiving *USA TODAY*® must not exceed 10 percent of the occupied rooms on an annual basis.
2. The property must include the required verbiage on the guest registration folio:
“I have requested weekday delivery of *USA TODAY*®. If refused, a credit of 75¢ will be applied to my account.”

B. Newspaper Delivery

1. All guests must receive a *USA TODAY*® newspaper delivered directly to their guestroom/suite by 7:00 a.m. Monday through Friday and follow the delivery protocol below. A substitute paper may be delivered if the property is unable to deliver *USA TODAY*® to its guests prior to 7:00 a.m.
2. The front desk may not be left unattended. Additional personnel (e.g., a maintenance or housekeeping employee) must be used to deliver papers.

703.06 Hilton HHonors® Express Checkout**A. Express Checkout Process**

1. In conjunction with newspaper delivery, Hilton HHonors® guests must receive Express Checkout folios delivered to their guestroom/suite using the approved Express Checkout format.
2. The night auditor must print folios and place them in envelopes or fold and seal them with sticker/tape on the outer, open, edge.
3. To ensure security of guest information, all folios must be placed under the door completely. If the Express Checkout envelope will not slip under the door, the envelope must be held in a special Express Checkout stand behind the front desk for quick and easy access.

703.07 Hilton HHonors® Late Checkout

If a Hilton HHonors® member needs extra time in their room, he/she may call the front desk to extend their checkout. The front desk must do everything possible to accommodate the request.

[HHonors® Property Operations](#)

[Hilton HHonors®](#)



703.08 Hilton HHonors® Promotional Materials

A. Point-of-Purchase Collateral

Each property must display all required Hilton HHonors® collateral as required. This includes, but is not limited to:

1. Lobby area – Hilton HHonors® brochure rack, riser card and applications
2. Back office training poster
3. Front desk – Hilton HHonors® welcome/check-in sign
4. Lobby area – Hilton HHonors® applications with stand backer cards next to Hilton HHonors® applications. Visit the Focus HHonors® Web site for ordering information:
<https://focus.HHonorsservice.com>.

703.09 Gold/Diamond (The Diamond Guarantee)

A. The Diamond Guarantee

If a Diamond Hilton HHonors® member is not satisfied during their stay (paid and reward stays) because of product, service or both:

1. They must immediately receive compensation up to a refund of the night's room and tax.
2. They must receive a same day refund of Points & Miles® to their member account. The property must pay for the Points & Miles® fee.
3. In order to support customer satisfaction and loyalty, the property must grant Hilton Worldwide Guest Assistance department the discretion to extend Hilton HHonors® Diamond members up to two complimentary future nights. This fee will be charged back to the property.
4. They must receive an immediate and appropriate Customers Really Matter Service Recovery Toolbox amenity.

703.10 Hilton HHonors® Diamond Walk Policy

A. Response to Walk/Relocation Situation

If a Diamond Hilton HHonors® Member is walked/relocated:

1. The property must coordinate complimentary accommodations at an equal or greater value local property.
2. The property must pay for the first night room and tax, one telephone call and offer and/or provide transportation at no charge to the guest.
3. The walk and all pertinent information must be communicated to Hilton Worldwide Guest Assistance before the actual walk.

[Customer Really Matters \(CRM\)](#)

[Focus HHonors®](#)

[HHonors® Property Operations](#)

[Hilton HHonors®](#)



4. The Diamond Hilton HHonors® guest must have immediate inconvenience compensation of \$100 provided by the property.
5. The property must also provide the Diamond Hilton HHonors® member with a same day refund of Points & Miles® back to their member account for the first night. The property must pay for the Points & Miles® fee.

703.11 Service Recovery

A. Avoiding Negative Guest Image

1. The property must maintain a written service recovery policy to assure any guest's negative image of the property is overcome when there is a valid, serious complaint.
2. Every Gold and Diamond member who invokes the Diamond guarantee and/or expresses a complaint about the property must receive the following recognition:

If the Gold or Diamond member is checking out or has checked out, a personalized apology card from the general manager must be mailed to the guest's address within 48 hours of checkout. In addition, Hilton HHonors® Diamond members must receive a personal phone call from the general manager or assistant general manager as an additional touch for apology and service recovery. The call must be placed within 48 hours of checkout.

OR

If the Gold or Diamond member is a stay-over, the general manager must deliver a personalized apology card along with one of the recommended apology amenity items to the member's room. In addition, Hilton HHonors® Diamond members must receive a personal phone call to their room from the general manager or assistant general manager as an additional touch for apology and service recovery. The call must be placed prior to the guest checking out.
3. The property must have at least five apology amenity products in addition to apology cards available for use by all guest service representatives as needed to reinforce service commitment to guests, over and above guarantee.

One apology amenity from the service recovery toolbox must be provided to Gold and Diamond members.
4. All written complaints received at the property from any source must be acknowledged in writing within two business days of receipt.
5. Guest complaint calls referred to the property by Hilton Reservations & Customer Care or Hilton HHonors® must be acknowledged within two business days of receipt at the property.
6. The property must have procedures in place to assure that in-house guest complaints are taken 24 hours per day and responded to while the guest is still in-house whenever possible.

[HHonors® Property Operations](#)

[Hilton HHonors®](#)

7. Complaints that require investigation must be acknowledged immediately. The guest must be advised that the complaint will be researched. A date that a response will be given to the guest must be communicated.

703.12 This standard intentionally left blank.

703.13 This standard intentionally left blank.

704.00 CRM

704.01 Best Guest Welcome

Based on the Best Guest Welcome status with the property, a personalized note must be created and presented to the guest by the property for each stay. The property must provide personalized property welcome notes/letters for Best Guests ONLY when it is either their first time to the Brand or to the property.

704.02 “Owning the Goodbye”

A. Protocol

The property must contact a minimum of 20 guests or 50 percent of departing guests (whichever is greater) nightly to inquire of guest satisfaction, comfort of bed, and/or service recovery opportunities in at least one of the following manners:

1. Guest service representative and/or manager-on-duty contacts selected guests via guestroom telephone on night prior to guest checkout.
2. Pre-recorded voice mail message from general manager is programmed on night shift and delivered at night prior to guest checkout
3. The property must keep an appropriate log of guest contact lists and compliance to meet Customers Really Matter Standards.

704.03 This standard intentionally left blank.

704.04 CRM Listening Posts

A. Concept

The “Listening Posts” concept is designed to formalize a common guest service practice across the Brand properties that will assist in gathering the Brand guest’s voice (i.e., complaints, requests and compliments) to better ensure the guests will have a memorable stay experience based on the varied elements that the Brand learns about before, during and after their stay.

1. “Listening Posts” must not be marked and noted so guests can identify them. They are simply areas within each property of which the property employees are aware so as to collect information about a guest that can assist in providing additional recognition, personalization, problem avoidance or service recovery.

Customer Really Matters
(CRM)



704.04 *continued*

2. A sample “Capture Form” has been created as a way to capture and categorize information that has been heard or observed that can help to improve the guest’s stay experience. This form is available via OnQ Insider on the Customers Really Matter page.
3. This form is for the property’s internal use only and must not be provided to the guests.
4. “Listening Posts” MUST NOT replace or erode the responsibility of empowerment that all property employees have to take care of the guest on the spot whenever needed or requested.
5. “Listening Posts” must not only actively and aggressively seek out comments and potential dissatisfaction, but must also dispatch, manage, follow-up and document each guest situation. “Listening Posts” must also serve as a trigger for utilization of the Customers Really Matter Toolbox. At the end of each day, all data must be transferred to a central location for tabulation and entry into the guest profiles within the OnQ Property Management System.
6. Based on the size and complexity of the property, a program must be established that can be easily and consistently applied. Each program must satisfy the following requirements:
 - a. All employees must be trained on the “Listening Posts” standard and their responsibility.
 - b. Capture forms must be maintained in a binder on a rolling 30-day basis within the front office or the general manager’s office. Front office versions may be combined with “Second Effort” and/or “Own the Goodbye” call sheets as long as a column indicating addition to guest profile in OnQ Property Management System has been completed to include initials of employee completing and date completed.
 - c. A minimum of 20 guest profiles per week must be updated via the OnQ Property Management System based upon information gathered via the “Listening Posts.” This does not apply in locations without the OnQ Property Management System installed.
 - d. Specific employees must be identified to manage the information/capture forms generated by the “Listening Posts.” This information and the action required by it must be acted upon by the designated employees. All information accumulated for the Brand’s Best Guests or guests with a Fast Res profile must be input into the guest’s profile via OnQ Property Management System where it is available on a nightly basis. Upon update in the OnQ Property Management System, the update must be indicated on the capture form for verification by the quality assurance consultant during the regular visits.

B. Suggested Locations

Suggested locations for “Listening Posts” include:

1. Front desk/pbx/reservations
2. Restaurant/bar
3. Housekeeping department

Customer Really Matters
(CRM)

4. Maintenance department
5. General manager/manager-on-duty

705.00 Guest Assistance

705.01 Be My Guest Cards

“Be My Guest” cards may be issued by Guest Assistance when deemed necessary to promote/ensure guest satisfaction. Each property must accept these cards as a form of payment, and this procedure will be handled in the following manner:

A. Invoicing of Property

When Guest Assistance issues a “Be My Guest” card, the property responsible for the complaint will receive all backup documentation and will be invoiced for payment in the amount of the Brand’s pre-determined average daily rate. Payment will be due upon receipt of the invoice.

B. Acceptance of “Be My Guest” Cards

Receiving properties who accept the “Be My Guest” card will be reimbursed for the actual cost (full rate) of the guest’s room and tax for the night. The accepting property will be reimbursed for these room/tax charges by submitting an original folio and “Be My Guest” card to Hilton Worldwide Guest Assistance, 2050 Chennault Dr., Carrollton, TX 75006.

705.02 Guest Assistance Claims

A. Complaint Resolution Process

Complaints received at the Hilton Worldwide Corporate offices, a regional Property Support center or Corporate Guest Assistance must be resolved by the Hilton Worldwide Corporate Guest Assistance department. The property grants the Brand, through the Hilton Worldwide Corporate Guest Assistance team, full authority to resolve the issue in the form of cash, credit card refund, offer of complimentary room nights (based on availability) or an award of Hilton HHonors® points or other products or services in order to satisfy the guest. In certain cases, the Brand may require the property’s involvement due to the nature of the complaint. Also, if a complaint is the basis of a lawsuit or insurance claim, the complaint may be referred to the property for handling in lieu of the guest resolution standard noted above.

1. The property must first attempt to resolve any guest complaints at the property level. If a guest contacts the Guest Assistance department with a complaint, it may either be referred to the property for resolution or may be resolved immediately by the guest assistance representative.

705.02 *continued*

2. Any complaints referred back to the property must be resolved to the guest's satisfaction within 48 hours of notification. If the problem is not resolved within this time frame, or if Guest Assistance intervention is required to resolve the complaint to the guest's satisfaction, the property will be charged an intervention fee in addition to any cash refunds or "Be My Guest" cards issued to ensure/promote 100 percent guest satisfaction.

Intervention fees are \$200 for Diamond guests, \$150 for Gold guests and \$100 for all others.

3. When Guest Assistance issues a refund or "Be My Guest" card, the property responsible for the complaint will be responsible for the cost of these refunds/complimentary vouchers and will be invoiced as follows (refer to [Section 705.01](#) for additional information on the "Be My Guest" card program).
4. These charges will be due to Hilton Worldwide within 10 days of invoice date. Any unpaid/unresolved charges may be withheld from any payments due to the property/licensee on behalf of Hilton Worldwide.

Welcome and Farewell Experience Table of Contents

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803.00 Guest Transportation

803.01 General Rules

A. Requirements

If a property chooses to provide guest transportation, it must comply with all the following requirements:

1. Vans must not be shared with another property except with other Hilton Worldwide Portfolio of brands.
2. Two-way, real-time communication must be available to the driver in passenger vans for continuous communication with the property.
3. Personal vehicles are not allowed to be used to transport guests under any circumstances.
4. All property vehicles used for the transport of guests must be clean and well maintained.
5. Smoking is not allowed in property vehicles. "No Smoking" signs must be prominently displayed.
6. All property vehicles must have a first-aid kit, multipurpose fire extinguisher and jumper cables on board at all times.
7. If the property provides van service, it must provide directly, or through a service, a lift-equipped vehicle to accommodate the transportation of guests with disabilities.

B. Alternate Transportation

If the property cannot provide transportation within 30 minutes of the request, alternate means of transportation must be offered at the property's expense.

C. Complimentary Service

Whether required or not, van service must be provided at no additional charge.

D. Guest Vehicle Graphics

1. All property vehicles used for the transport of guests must display the appropriate identity graphics as specified by Brand Marketing.
2. No other logos are allowed to appear on the property vehicle unless approved by Brand management.

[Brand Identity Guidelines](#)



3. The property vehicle is not allowed to be jointly operated by any other hospitality company or brand outside of the Hilton Worldwide Portfolio of Brands unless required by local municipalities. Contact Brand Marketing for approved brand/other Hilton Worldwide Portfolio of Brands graphics.

E. Vehicle Maintenance and Cleanliness

At all times, vehicles must be maintained in a high state of cleanliness and in excellent mechanical condition in accordance with local codes pertaining to vehicles for hire.

803.02 Service Standards

A. Requirements

1. All personnel assigned to drive the vehicles must be properly licensed (chauffeur's license, if required) and insured according to local codes.
2. All property vehicles must be properly registered, insured and operated according to local safety and licensing codes.
3. All property vehicles must be fully equipped with seat belts for all seats. At no time may the number of passengers carried exceed the number of available seat belts.

803.03 Airport Designation

A. Designation as an Airport Property

If the property is designated as an airport property, it must meet the following:

1. Comply with all standards listed above in [Section 803.01](#).
2. The property must be located within three miles (driving distance) of the airport and provide van service 24 hours per day.

803.04 Airport Transportation Service

A. Requirements

If complimentary airport transportation service is provided, the following rules apply:

1. Guest service representatives must always advise the guest of the estimated wait time until the van arrives and provide clear directions to the transportation waiting area.
2. Drivers must always assist guests with the loading and unloading of their luggage as well as with opening and closing the van doors. There must not be a charge for this service. Tips must not be solicited.
3. All property vehicles must accommodate no less than five passengers plus storage for luggage. A shared van/bus must be able to accommodate five passengers per property sharing the vehicle plus storage area for luggage or have multiple vans that can accommodate five passengers per property plus storage for luggage.

[Brand Identity Guidelines](#)

804.00 Exterior Presentation

804.01 Lighting

The exterior property identity signs, parking lot lighting and outdoor swimming pool lighting must be lit from dusk until dawn, unless otherwise designated by law.

804.02 Signage

A. Directional Signs

1. All exterior identity and directional signage, including illuminated signage, must be provided by an approved supplier and meet brand specifications as outlined in the HGI Exterior Sign Manual that is available on OnQ Insider or via www.hiltongardeninnfranchise.com.
2. Temporary exterior signage and/or banners must be approved by the brand before being posted. Temporary signs/banners must not be posted for longer than 90 days, with the exception of “Now Open” banners for new properties that may be hung for up to six months post-opening.
3. All exterior signs must be maintained in good working order.
4. Any change to existing exterior identity signs, with the exception of minor repairs, must conform to the brand’s current exterior sign graphics program as outlined in the HGI Exterior Sign Manual.

B. Property Signs

1. No marquees or electronic rate signs of any type are permitted.
2. “No vacancy” signs are not allowed.

C. Building Signs

Refer to www.hiltongardeninnfranchise.com for specifications.

D. Building Letters

Refer to www.hiltongardeninnfranchise.com for specifications.

E. Parking Area Signs

Refer to [Design and Construction, Section 2514.10](#), for specifications.

F. Dual Branding

Contact Brand Management for specifications.

[HGI Exterior Sign Manual](#)

[Hilton Garden Inn Franchise](#)

[Signage Resources](#)

804.03 Flag Display

A. Permitted Flags

Properties must properly display their national flag outside the property.

1. If multiple flags are flown, only a combination of the national, state, brand and Olympic flags are permitted.
2. Properties may fly the Olympic flag through the duration of Hilton Worldwide sponsorship (currently the 2012 Summer Olympics). Olympic flags may be obtained from Flag Source by visiting www.hotelflags.com. For access, use the password: 7hilton55.

B. Illumination

Flags must be illuminated from dusk to dawn.

C. Size

All flags must be a minimum of 4' x 6' in size. When the state flag, brand flag and/or Olympic flag are displayed with the national flag, the national flag must be increased in size to 5' x 8'.

D. Number of poles

One pole must be used to fly the flags. The national flag must always be the highest flag. All other flags, when flown, must be smaller in size and flown below the national flag. All flags must be flown in accordance with applicable law.

804.04 Landscaping

All landscaping visible to guests must be maintained at all times. Refer to [Design and Construction Section 2502.02](#) for details.

804.05 Parking/Valet Parking

A. Guest Parking

Refer to [Design and Construction Section 2501.06](#) for details.

B. Employee Parking

All employees must park in outer perimeter parking spaces, leaving all spaces in front of the Pavilion and those closest to the guestrooms available for guest parking.

[Hotel Flags](#)

(Password: 7hilton55)

805.00 Entrance/Lobby/Public Areas Presentation

The entrance, vestibule, Pavilion, breakfast and registration areas must be clear of vending machines, newspaper machines, coin-operated machines and brochure racks.

805.01 Signage/Graphics

A. Directional Signage

All hallways and walkways must display professionally produced directional signage through approved suppliers to guestrooms, meeting rooms, pool, public restrooms, Pavilion Pantry®, guest laundry, exercise room and elevators on that floor.

B. This line item intentionally left blank.

C. This line item intentionally left blank.

805.02 Walk-Off Mats

A. Requirements

Walk-off mats are required at the front entrance inside the vestibule. They are also required at all secondary exterior doors. They must be placed inside single door entries unless there is a covered area on the exterior in which case they must be placed outside.

805.03 Luggage Carts

Each property must provide at a minimum one luggage cart for every 50 rooms in the property. They must be stored in the vestibule or in another secondary area.

805.04 Lobby Telephones

A. Minimum Requirements

There must be a minimum of one telephone that has local, credit card and 800 number access.

There must be a minimum of one house telephone located within the Pavilion. All telephones must be restricted from dialing guestrooms directly.

B. Accessibility

Handicap accessibility is required at each type of telephone. A permanent or portable TDD must be available. An outlet must be provided along with appropriate signage.

C. This line item intentionally left blank.

[HGI Exterior Sign Manual](#)

[Hilton Garden Inn Franchise](#)

[Signage Resources](#)

806.00 Arrival Experience

806.01 This standard intentionally left blank.

806.02 Luggage Handling

A. Requirements

Storage service for guest luggage must be offered at no additional charge. Implementation of storage service must include the following:

1. A designated secure area with appropriate shelving and/or storage space must be maintained.
2. A claim check system must be established. Upon receipt of guest luggage, a claim check must be placed on each bag and a claim check for each bag must be given to the guest. The property must provide personalized luggage assistance within five minutes of a guest's request.

807.00 Front Desk Presentation

Properties with front desk or welcome walls that include doors visible to guests must keep the doors closed from 7:00 a.m. to 11:00 p.m. daily. Doors to non-guest areas must remain closed at all times. This includes back office, front desk, housekeeping, maintenance shop and storage room entry doors.

807.01 Appearance

A. No Clutter

The lobby vestibule, front desk, and Pavilion must be kept neat/clean and clutter free at all times. This includes but is not limited to:

1. Front desk and back office areas visible to the guest. Temporary tables, stands or file cabinets are not allowed to be used behind the front desk. Back office doors must remain closed at all times.
2. Elimination of such items as brochures, brochure racks, benches, pinball machines, jukebox-type music machines, coin-operated gambling machines, amusement machines, musical devices, newspaper machines, popcorn machines, fish bowl/briefcase drawings, snack vending machines and soft drink vending machines from the vestibule, Pavilion Pantry®, registration and Pavilion seating areas.
3. Unframed banners, posters and temporary signage that are not part of the property's approved decor package are not allowed to be hung/displayed in guests' view.
4. The only approved items that may be displayed on the front desk include:
 - a. Hilton HHonors® collateral
 - b. General manager, assistant general manager and director of sales' business cards

- c. One décor enhancement (e.g., fresh floral, fresh fruit basket, lamp)
- d. Operational supplies must be kept below the front desk level to keep the area neat in appearance.
- e. Service bells or signage (e.g., will return in five minutes) are not allowed on the front desk area.
- f. Chairs or stools are not allowed at the front desk area.

807.02 Signage

The use of negative signage/messages at the front desk or in any area of the property is prohibited. This includes, but is not limited to, notices of fines/fees for smoking in a non-smoking room, administering charges for missing towels and other messages that convey a negative message or tone.

- A. Effective October 1, 2010, all properties must display brand approved GSS bed dial and messaging on the front desk at all times.
- B. This line item intentionally left blank.
- C. This line item intentionally left blank.

807.03 Display of Awards

A. Display of Current Awards

Properties with system award(s) from the current year are permitted to display the current year's trophy and/or plaque on the front desk. All other plaques, banners and certificates must not be displayed at the front desk.

- B. This line item intentionally left blank.

807.04 Décor

The Pavilion fireplace, or localized feature in the property, must be operated from 6:00 a.m. to 11:00 a.m. and 3:00 p.m. to 1:00 a.m., at a minimum, when the outside temperature is below 55 °F/13 °C. If plants are provided, they must be well maintained live plants.

808.00 Front Desk Service

Solicitation of guests by outside suppliers or employees is strictly prohibited. Solicitation material is strictly prohibited from being displayed in the vestibule, on the front desk or in the Pavilion.

808.01 Rules of Operation

- A. This line item intentionally left blank.
- B. This line item intentionally left blank.

C. Accepted Payment Types

Refer to [Section 603.05](#).

D. Safe Deposit Boxes

Each property must have a safe deposit box system in place for guest use. Refer to [Section 2507.04](#) for installation specifications.

808.02 Guest Service Standards

A. Staffing/Hours

The front desk must be staffed and the switchboard operated 24 hours per day.

1. If a property utilizes an automated attendant greeting, appropriate access to a hotel employee must be available within the first options.
2. The initial telephone greeting must include the property location, name of the person answering the telephone and an offer of assistance.
3. Incoming calls, both internal and external, must not be connected to a guestroom when only a guestroom number is requested by the caller. The caller must provide the registered guest's name in order to be connected with a particular guestroom. The guestroom number must never be shared with incoming callers or visitors.
4. Throughout a guest's stay, guestroom numbers must not be announced.

B. Check-in

1. Check-in time must be no later than 4:00 p.m.
2. When a guest with confirmed reservations must wait for a room assignment after posted check-in time, the guest must be given an estimate of the length of time until a room is available and offered baggage storage. Under no circumstances is a guest to be checked into a room that is unprepared.

C. Non-Hilton HHonors® Check-In

All non-Hilton HHonors® check-ins must include the following, conducted verbally (See also [Section 703.00](#) for Hilton HHonors® check-in/checkout protocol.):

1. Representatives must greet each guest with the appropriate Customer Really Matters (CRM) welcome protocol.
2. Greet each guest with "We've Been Expecting You" at some point during the interaction.
3. The guest's name must be used at least once.
4. Confirm length of stay, suite rate and assigned suite type.
5. Offer additional assistance should questions arise during the stay.

808.02 *continued*

D. This line item intentionally left blank.

E. Wake-Up Calls

All guests must be offered a wake-up call.

F. Special Services and Guest Requests

1. Guest service representatives must have access to the Internet to be able to provide weather updates and directions to local businesses, places of interest, major highways, airports, restaurants, places of worship, etc. In addition, a list of medical facilities must be available for guests requesting such information.
2. The guest service representative must see the guest's identification when issuing additional keys.
3. Services
The property may have the following service attributes, amenities or products available upon request:
 - a. Sewing kit
 - b. Cordless phone available at front desk
 - c. Bathrobes and/or slippers for upgraded rooms/suites only
 - d. Self-service shoe shine/buffer machines
 - e. Turndown service for upgraded rooms or VIP arrivals only

G. Express Checkout

All guests who are using a major credit card as the method of payment (regardless of Hilton HHonors® or non-Hilton HHonors® status) must have express checkout services extended to them.

H. Standard In-Person Checkout Procedures

All checkouts handled at the front desk must include the following, conducted verbally:

1. Inquire about guest's stay, quality of service and GSS bed experience (if applicable based on room type). If the guest is not completely satisfied, every effort to satisfy their needs prior to departure must be made up to and including full reimbursement of all charges.
2. Confirm method of payment.
3. Confirm the rate. Early checkout penalties are prohibited with the exception of "special event" reservations
4. Offer to make further reservations.
5. Thank the guest.

I. This line item intentionally left blank.

809.00 Front Desk Collateral

809.01 Key Cards/Key Card Jackets

A. Requirements

At check-in, each guest must be handed an electronic key card inside of the approved paper key jacket along with the approved high-speed Internet access code, if applicable.

809.02 This standard intentionally left blank.

809.03 This standard intentionally left blank.

810.00 Concierge Services

Properties are not allowed to provide concierge services.

810.01 This standard intentionally left blank.

810.02 This standard intentionally left blank.

811.00 This standard intentionally left blank.

812.00 Stairs

812.01 Signage

Local fire codes must be referenced before ordering these signs.

A. Stairs

1. Stairwell doors must be equipped with a sign that reads: "The fire door must remain closed at all times."
2. The exit stairs sign must be located adjacent to the stair door on the latch side outside the stairwell with the center of sign 60" above the finished floor.
3. Some codes require an evacuation plan to be posted at the stairs.

B. Floor Numbers

1. All floor levels must be clearly numbered in stairwells at each landing. These numbers must be a minimum of 6" in height and be reflective vinyl. The top of the numbers must be mounted 60" above the finished floor. Floor numbers must be located adjacent to the latch side of the door on the inside of the stairwell.
2. These signs must designate stairwell number or name, roof access and origination and termination of that stairwell.

[Signage Resources](#)

812.01 *continued*

3. Six-inch reflective, pre-spaced vinyl letters spelling "EXIT" must be placed at the base of each stair door on the corridor side used to assist the evacuation of a smoke-filled corridor. The top of the letters must be 12" above the finished floor. If the local building code requires illuminated exit signs mounted at the floor level, the reflective letters are not required.

Guestroom and Bathroom Experience
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901.00 General Rules

901.01 This standard intentionally left blank.

901.02 Linen/Terry Reuse Program

The property must display brand-approved printed collateral regarding the Linen Reuse Program.

A. Frequency of Bed Linen Changes

Room attendants must change bed linens upon checkout or every third day in a continuously occupied guestroom unless any of the following occur:

1. Guest requests to have their sheets changed by placing a brand-approved card on the pillow or by calling the Guest Service Hotline or housekeeping department.
2. The linens are stained or damaged or the linens do not otherwise meet the Brand Standards described in this section.

B. Frequency of Towel Changes

If the property opts to implement a linen reuse program, the bathroom towels must be included. If this is implemented, any towel on the floor must be changed. If the towel is hanging, it may be left for the guest to reuse.

902.00 Guestroom

902.01 Guest Arrival/Guestroom First Impression

A. Settings

1. Guestroom temperature must be set at comfortable level between 68-75 degrees, depending on the season.
2. The Garden Sleep System (GSS) Bed must be set on optimum (12 o'clock position).

902.02 Signage

A. Identification of Guestroom

Each guestroom must be identified with uniformly designed and clearly distinguishable numerals. All interior signage must conform to the brand specifications as outlined on hiltongardeninnfranchise.com. Interior signage must be submitted for approval.

B. Non-Smoking Signage

Each guestroom designated "non-smoking" must be identified on brand-approved signage.

C. Evacuation Plan

Each guestroom must have an evacuation plan posted on the guestroom side of the entry door.

[Hilton Garden Inn Franchise](#)

D. Rate and State Law Information

Professionally printed guestroom rate cards and state law cards must be conspicuously displayed in each guestroom and must meet all applicable state and local codes. Codes permitting, the cards may be placed in the guestroom closet.

902.03 Collateral

A. Specifications and Suppliers

All in-room collateral and items created for properties must be produced by an approved supplier and meet all specifications listed in the Marketing Collateral Toolkit.

B. Directory

The property must have an in-room directory which contains the information below. All area locations mentioned in the in-room directory must have pre-printed maps and directions available to the guest as outlined in the Ultimate Service materials and/or directions programmed into the Concierge functionality in the OnQ Property Management System:

1. Local attractions
2. Local restaurants
3. Nearby corporate offices
4. Churches
5. Shopping
6. Babysitting services
7. Pet kennels
8. Health clubs
9. Jogging paths
10. Movie theaters
11. Other local points of interest
12. All other operating requirements as directed by the Regional Director of Brand Performance Support

[Marketing Collateral Toolkit](#)

902.03 *continued***C. Other Required Collateral**

Other required collateral includes the following:

Required Collateral					
NOTE: Nothing else is allowed on the desk (no stationery folders, supplies, etc.)					
Quantity	Guestroom Type	Item	Logo	Placement in Room	Size / Miscellaneous
1 per phone	All	Memo holder	No	Next to phone	<ul style="list-style-type: none"> Must contain holder, pad and pen Guestrooms contain one telephone; suites contain two. Memo pad at each phone must contain telephone instructions, telephone pricing, wake-up call instructions and voicemail instructions.
1	All	High-speed Internet access (HSIA) and Remote Printing information	Yes	Desk/desk drawer	<ul style="list-style-type: none"> HSIA and PrinterOn Remote Printing placard OR the Stay Connected @ Hilton Worldwide™ sign (all per Marketing Collateral Toolkit) must be placed on the desk as directional signage. HSIA instruction sheet and PrinterOn remote printing directions must be available in the desk drawer.
1	All	Guest Services binder (with room service menu)	Yes	Side table	<ul style="list-style-type: none"> See the Brand Identity Guidelines for printing requirements.
1	All	Television channel guide	Yes	Television stand/armoire under remote control	<ul style="list-style-type: none"> Must be placed under television remote Template and ordering information is in the Marketing Collateral Toolkit on OnQ Insider.
1	All	Do Not Disturb signs	Yes	Sleeping room, hanging from door knob on inside of entry door	<ul style="list-style-type: none"> Approved version per the Brand Identity Guidelines
1	All	Room door fire safety / safe deposit box / room rate card information	Yes	Sleeping room, inside of entry door centered above peephole	

[Brand Identity Guidelines](#)

[Marketing Collateral Toolkit](#)

902.04 Expendables

A. Light Bulbs

1. All lighting of the property (guestrooms, guest bathrooms and all public space) must meet the standards specified in [Design and Construction Section 2510.06.C](#) and [2512.06](#).
2. The property may substitute compact color corrected fluorescent light bulbs of equal lumens for incandescent light bulbs. Compact fluorescent bulbs in dimmable fixtures must be dimmable. All light bulbs must fit existing fixtures and not protrude above the lamp shade.

B. Other Expendables

The following items are approved to be displayed in the guestrooms:

Expendables					
Quantity	Guestroom Type	Item	Logo	Placement in Room	Size / Miscellaneous
Optional	All	Telephone books	No	Nightstand	• If provided, telephone book covers must not be used.
Optional	All	Bible	No	Nightstand drawer	
Optional	All	"Be My Guest" by Conrad Hilton	No	Nightstand drawer	

902.05 General Furnishings/Equipment

A. Coin-Operated Devices

Coin-operated devices in guestrooms are not permitted.

B. Guestroom Furnishings/Equipment

The property must implement the Brand's Guestroom Amenity and Supply Program which includes the following requirements:

[Guest Supply Order Forms](#)

902.05.B Furnishings

NOTE: Nothing else is allowed on the desk (no stationery folders, supplies, etc.)

Quantity	Guestroom Type	Item	Logo	Placement in Room	Size / Miscellaneous
1	All	Desk lamp	No	Desk	<ul style="list-style-type: none"> Must comply with all furniture, fixture and equipment standards Must be adjustable vertically and must have adjustable shade to block glare Must have convenience power outlets that meet Design and Construction Standards 2510.08.A and 2510.06.C.10 No halogen light bulbs are permitted in this lamp.
1	All	Desk chair	No	Desk	<ul style="list-style-type: none"> Herman Miller “Mirra®” chair must be used.
1	All	Ice bucket	No	Hospitality Center	<ul style="list-style-type: none"> Cover and disposable plastic liner are required
2	All	Glass tumblers	No		<ul style="list-style-type: none"> Other wrapped glassware may be used if required by local / regional health regulations.
2	All	Stan caps for glass tumblers	Yes		
1	All	Tray for glasses	No		
1	All	Refrigerator	No		<ul style="list-style-type: none"> Must meet Design and Construction Standards 2510.06.A.28 Black only
1	All	Microwave	No		<ul style="list-style-type: none"> Must meet Design and Construction Standards 2506.A.3.g.1 and 2510.08.D.2.b Black only
1	Smoking guestrooms only	Ashtray	No	Side table	<ul style="list-style-type: none"> Standard fire safe DO NOT PLACE ON NIGHTSTAND
1	Smoking guestrooms only	Matches	Yes		<ul style="list-style-type: none"> Place next to ashtray DO NOT PLACE ON NIGHTSTAND
1	All	Remote control for television	No	Television stand / armoire	<ul style="list-style-type: none"> Must not be securely mounted
1	All	Table lamp	No	Nightstand	<ul style="list-style-type: none"> Must meet Design and Construction Standards 2510.06.A.3.c www.hiltongardeninnfranchise.com
1	All	Wastebasket	No	Sleeping room, next to desk	<ul style="list-style-type: none"> 13-qt. (12 liter); fire retardant, leatherette, oval Must use clear or neutral liner

[Guest Supply Order Forms](#)
[Herman Miller “Mirra®”
Chair Order Form](#)
[Hilton Garden Inn Franchise](#)

C. In-Guestroom/Suite Safe

1. If a freestanding or wall-recessed safe is provided in the guestroom it must be located in the bedroom closet.
2. The property must have complimentary safe deposit boxes at the front desk, in accordance with the [Design and Construction Standards Section 2502.04.M.5](#)).
3. Notification of complimentary safe deposit box availability as well as in-room safe pricing must be clearly posted on the in-room safe.
4. The property may only charge for the in-room safe if the safe is used.
5. The in-room safe must be able to accommodate a laptop computer at a minimum. Safe models equipped with electrical outlets inside may not be used.

902.06 Bedding Specifications

A. Bed Linen Specifications

The following linens must be provided in each guestroom:

902.06.A Bed Linen And Pillows						
Quantity	Bed Size	Item	Size	Fabric/Fill/Labeled	Weight/Edge/Tick	Miscellaneous
Mattress Pads (not to be used with GSS Sleep System)						
1 per bed	Full	Mattress pad		Top and bottom fabric: 50/50 poly/cotton Fill: 4 oz.		<ul style="list-style-type: none"> Fitted quilted style Generic/traditional mattress pads must not be used with GSS Sleep System.
	Queen					
	Sofa Bed	Mattress pad				<ul style="list-style-type: none"> Must use mattress pad designed for a sofa bed Sofa bed must be made up with mattress pad and sheets, but not blanket.

[Guest Supply Order Forms](#)

Hilton Supply Management
(HSM) Help Line:

866-485-4692
Jack Schopp

902.06.A Bed Linen And Pillows

Quantity	Bed Size	Item	Size	Fabric/Fill/Labeled	Weight / Edge / Tick	Miscellaneous
Pillows And Pillowcases						
3	Full	Touch of Down pillow		Fill: hypoallergenic feather / down		<ul style="list-style-type: none"> • Guestrooms containing two full / queen size beds must have a total of three synthetic pillows and three feather pillows per room, split per bed as either two feather and one synthetic OR one feather and two synthetic. • Guestrooms containing one king bed must have four pillows per room, two synthetic and two feather. • Pillow protectors are permitted. • Any additional pillow must be kept in a plastic zippered comforter bag and stored in the closet of the guestroom.
3	Queen					
2	King					
3	Full	Brenthaven Cluster Green pillow		Fill: hypoallergenic synthetic		
3	Queen					
2	King					
1	All	Decorative / lumbar pillow				<ul style="list-style-type: none"> • Brand-approved • Must be washed upon guest departure
2	Sofa Bed	See above for specifications and comply with comparable bed size requirements.				<ul style="list-style-type: none"> • Two pillows per sofa bed: one synthetic and one feather • Pillows must be kept in a plastic zippered comforter bag and stored in the closet of the guestroom.
1 per pillow	All	Pillowcases	42" x 35" (110 cm x 90 cm)	Fabric: T-250 thread count, white	Satin piping required	<ul style="list-style-type: none"> • Pillow protectors are permitted.

[Guest Supply Order Forms](#)

Hilton Supply Management
(HSM) Help Line:

866-485-4692
Jack Schopp

902.06.A Bed Linen And Pillows

Quantity	Bed Size	Item	Size	Fabric/Fill/Labeled	Weight/Edge/Tick	Miscellaneous
Sheets						
1	Full	No tuck flat top sheet	81" x 110"	Fabric: white cotton percale; T-200 thread count or higher	<ul style="list-style-type: none"> Colored hem thread for size differentiation purposes may be utilized on a 1" bottom hem ONLY All 3" top hems must utilize white thread 	
	Queen		87" x 110"			
	King (hotel)		99" x 110"			
1	Full	Fitted bottom sheet	54" x 80" x 12"	Fabric: white cotton percale; T-200 thread count or higher		<ul style="list-style-type: none"> Only deep pocket fitted sheets may be used
	Queen		60" x 80" x 12"			
	King (hotel)		72" x 80" x 12"			
1	Crib pads / mattresses					<ul style="list-style-type: none"> Fitted crib sheets must be used. ADULT SHEETS MUST NOT BE USED.
1 each	Sofa bed	See above for sheet specifications and comply with comparable bed size requirements.				<ul style="list-style-type: none"> Sofa bed must be made up with sheets and mattress pad, but not blanket.

[Guest Supply Order Forms](#)

Hilton Supply Management
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902.06.A Bed Linen And Pillows						
Quantity	Bed Size	Item	Size	Fabric/Fill/Labeled	Weight/Edge/Tick	Miscellaneous
Duvet Cover and Duvet Insert						
1	Full	Duvet cover with duvet insert				<ul style="list-style-type: none"> • Brand-approved duvet and duvet cover • Must be white • Must be regularly cleaned • Throws are not permitted • Refer to Hilton Supply Management for additional specifications
	Queen					
	King (hotel)					
1	All	Bed skirt				<ul style="list-style-type: none"> • Must be used in all guestrooms • Unless form fitted, must be pinned down to the box spring 8" (20 cm) away from the edge at 16" (40 cm) intervals • Must be replaced in conjunction with total soft goods refresh in guestrooms • Not required when property uses a duvet in conjunction with a Platform Bed
Blankets						
1	Sofa bed	Blanket	Appropriate to size of sofa bed	Vellux® blanket		<ul style="list-style-type: none"> • Sofa bed must be made up with sheets and mattress pad, but not blanket. • Any blanket must be kept in a plastic zippered comforter bag and stored in the closet of the guestroom.

[Guest Supply Order Forms](#)

Hilton Supply Management
(HSM) Help Line:

866-485-4692
Jack Schopp

[SK Bedskirt Order Form](#)

902.06 *continued***B. Bed/Mattress Specifications**

Garden Sleep System (GSS) beds are available through the manufacturer directly and must be implemented as follows. An Order Form is available via OnQ Insider.

Garden Sleep System (GSS) Bed					
Quantity	Bed Size	Size	Fabric/Fill/Labeled	Weight/Edge/Tick	Miscellaneous
Mattress					
1	Full size bed	54" x 80" (137 cm x 200 cm)			<ul style="list-style-type: none">Existing properties must currently have GSS beds in all king-bedded guestroom inventory. Remaining inventory must be replaced with GSS Beds as condition warrants.New builds/conversions must install GSS beds in all guestrooms.Beds are available through the manufacturer; order form is available on OnQ Insider.
1	Queen size bed	60" x 80" (152 cm x 200 cm)			
1	Hotel king size bed	72" x 80" (180 cm x 200 cm)			
Foundation					
1	All	Per above			<ul style="list-style-type: none">If the platform bed frame available through the approved case good suppliers is utilized, no additional foundation /box spring is required.If a traditional frame is used, it must be the WCW-manufactured foundation.The Suite Dreams® bed by Serta® foundation is an acceptable alternative for properties that have transitioned from that model to the GSS mattress.

C. Rollaway Beds/Other

The property must have the following available for guest use:

1. Bed boards – upon request for standard mattresses
2. Vertical rollaway beds measuring 75" x 38"
3. A minimum of one vertical rollaway available

[GSS Mattress Order Form](#)

[Guest Supply Order Forms](#)

902.06 *continued***D. Cribs**

Each property must be stocked with an adequate supply of cribs in good condition and provide them at no charge to guests.

1. Cribs must meet or exceed the requirements of the Consumer Product Safety Commission, cpsc.gov.
2. A minimum of three cribs must be available upon request.
3. Crib sheeting, approved for use by the crib manufacturer, must be available for use.
4. Pillows, comforters, stuffed animals or other soft items must never be placed in the crib.

E. Sofa Beds

Refer to Design and Construction [Section 2510.06.A.17](#) for sofa bed specifications.

F. This line item intentionally left blank.

[Consumer Product
Safety Commission](#)

902.07 Electronics/Communications/HSIA

The following table includes requirements for 902.07:

- A. Clock Radio/Alarm
- B. Telephones
- C. Televisions

Electronics (902.07 A, B, and C)					
Quantity	Guestroom Type	Item	Logo	Placement in Room	Size/Miscellaneous
1	All	Clock radio	No	Nightstand	<ul style="list-style-type: none"> Must be brand-approved clock radio Battery backup capable, with batteries installed Stations must be programmed with corresponding music/talk styles
1	All	Nightstand telephone	No	Nightstand	<ul style="list-style-type: none"> Must have a cord that is at least 25' long
1	Two Room Suites	Living area telephone	No	Desk	<ul style="list-style-type: none"> Must have a cord that is at least 15' long
1	All	Existing properties: 25" CRT television (until replacement) OR 26" – 42" flat panel LCD New purchases/new builds/conversions: 32" – 42" flat panel LCD with MPEG 4, Pro:Idiom technology	No	Television chest	<ul style="list-style-type: none"> By June 30, 2011, all guestroom televisions must be digital commercial 32"-42" HD LCD units. See Standard 1706.01 for television and content requirements and Standard 2510.06.A.14 for chest of drawer requirements. All new construction properties must have digital commercial HD LCD televisions installed in all guestrooms prior to opening. All channels received must be preset and appropriately identified electronically on the screen. Any channel not received must be locked to user access via the commercial master remote.

D. This line item intentionally left blank.

E. This line item intentionally left blank.

F. High-speed Internet Access (HSIA)

Refer to [Section 1705.00](#) for specifications.

903.00 Bathroom / Dressing Area

903.01 This standard intentionally left blank.

903.02 Amenities

A. Required Amenities

The property must implement the Guestroom Amenity and Supply Program. The following amenities must be purchased from Guest Supply and provided in each guestroom:

Required Bath Amenities

Quantity	Guestroom Type	Item	Logo	Placement in Room	Size / Miscellaneous
1	All	Neutrogena® French milled soap	No	Presented in required soap dish	
1	All	Neutrogena® French milled bath soap	No	On amenity tray	
1	All	Neutrogena® shampoo	No		
1	All	Neutrogena® conditioner	No		
1	All	Neutrogena® moisturizer/hand lotion	No		
1	All	Mouthwash	No		
1	All	Facial tissue	No		<ul style="list-style-type: none"> Presented with a tissue box cover

B. Prohibited Amenities

The following amenities must not be provided:

Prohibited Bath Amenities – Must Not Be Used

Quantity	Guestroom Type	Item	Logo	Placement in Room	Size / Miscellaneous
		Bath rug			
		Bathroom scale			

[Guest Supply Order Forms](#)
[Neutrogena Order Form](#)


903.03 Additional Complimentary Items

The following amenities are optional and may be provided if desired:

Additional Complimentary Amenities					
Quantity	Guestroom Type	Item	Logo	Placement in Room	Size / Miscellaneous
		Neutrogena® Rainbath® shower gel	No	Presented in the required amenity tray when utilized	
		Neutrogena® packaged shoe mitt	No		
		Neutrogena® boxed shower cap	No		
		Make-up removing kit	No		• Brand-approved
		Neutrogena® sewing kit	No		
		Neutrogena® vanity Kit	No		

[Guest Supply Order Forms](#)

[Neutrogena Order Form](#)

903.04 Vanity Items

A. This line item intentionally left blank.

B. Required Items

The following items must be provided in each guest bathroom (or are optional, if so indicated):

[Guest Supply Order Forms](#)

Bathroom Furnishings					
Quantity	Guestroom Type	Item	Logo	Placement in Room	Size / Miscellaneous
1	All	Neutrogena® bath amenity display tray	No	Bathroom	
1	All	Neutrogena® provided soap dish	No		<ul style="list-style-type: none"> Required unless integrated units are provided
2	All	Glass tumblers	No		
2	All	Stancap for glass tumblers	Yes		
2	All	Rolls of toilet tissue	No		<ul style="list-style-type: none"> Two-ply
1	All	Waste basket	No		<ul style="list-style-type: none"> 12-qt. (11 liter) capacity
1	All	Shower curtain			<ul style="list-style-type: none"> Brand-specified hookless type
1	All	Curved shower curtain rod or doors as indicated in prototype drawings			<ul style="list-style-type: none"> In accordance with Design and Construction Standards 2512.09.C.2)
1	All	Pulsating showerheads			<ul style="list-style-type: none"> In accordance with Design and Construction Standards 2512.04.J.4)
Optional		Makeup/shaving mirror			
Optional		Retractable clothesline			<ul style="list-style-type: none"> Installed over bathtub

C. This line item intentionally left blank.

903.05 Guest Bathroom Linen Specifications

The following linens must be provided in each guest bathroom:

Linen						
Quantity	Guestroom Type	Item	Logo	Content	Size/Weight	Miscellaneous
3	All	Bath towels	No		Size: 27" x 54" Weight: 16.25 lbs. / dozen	<ul style="list-style-type: none"> Non-crested, without logo, white
3	All	Hand towels	No		Size: 16" x 30" Weight: 4.0 lbs. / dozen	
3	All	Washcloths	No		Size: 13" x 13" Weight: 1.50 lbs. / dozen	
1	All	Bath mat	No		Size: 20" x 34" Weight: 10.0 lbs. / dozen	

[Guest Supply Order Forms](#)

903.06 Closet

The following items must be provided in each guestroom:

Closet Furnishings					
Quantity	Guestroom Type	Item	Logo	Placement in Room	Size / Miscellaneous
5	All	Men's (pant) hanger	No	Closet	<ul style="list-style-type: none"> Must be walnut and natural wood finish Closed hook or theft-proof hangers must not be used.
6	All	Women's (skirt) hanger	No		<ul style="list-style-type: none"> Must be walnut and natural wood finish Closed hook or theft-proof hangers must not be used. Additional women's hanger must be provided to hang laundry/valet information/containers.
2	All	Standard laundry bag	Yes		
2	All	Dry-cleaning/laundry list	Yes		
1	All	Iron	No		<ul style="list-style-type: none"> Teflon® bottom; automatic shut-off; variable temperature setting based upon type of cloth to be ironed; steam option Remove water from iron daily.
1	All	Ironing board	No		<ul style="list-style-type: none"> Standard size; in good repair; covered; padded
1	All	Ironing board/iron holder/organizer	No		
1	All	Luggage rack	No		

903.07 Appliances

The following appliances must be provided in each guest bathroom:

Appliances					
Quantity	Guestroom Type	Item	Logo	Placement in Room	Size / Miscellaneous
1	All only prior to renovation	Wall-mounted hair dryer		Same wall as the light switch and outlets, adjacent to the sink at a height that is convenient to the user.	<ul style="list-style-type: none"> • 1875 watts, adjustable blower speeds, temperature control • May be used until bathroom is renovated, at which time must be replaced with freestanding hair dryer
1	All after renovation	Freestanding hair dryer		Must be stored in vanity cubby or on back of door in a bag if no cubby is available	<ul style="list-style-type: none"> • 1875 watts; adjustable blower speeds; temperature control

[Guest Supply Order Forms](#)

904.00 In-Room Coffee/Tea Service

The following items related to in-room coffee and tea service must be provided in each guestroom:

In-Room Coffee and Tea Service					
Quantity	Guestroom Type	Item	Logo	Placement in Room	Size / Miscellaneous
Coffee / Tea Service Items					
1	All	Coffee maker	No	Hospitality Center (on tray)	<ul style="list-style-type: none"> Automatic drip non-vented model, 4-cup minimum, closed top, black only, automatic shut-off feature Approved by Underwriter's Laboratories Clearly post operating instructions Optional pause and pour feature Coffee pots must be washed in a commercial dishwasher each day they are used. Coffee makers must be visually checked to ensure they are clean and free of foreign objects. A pot of clear water must be run through the coffee maker after each day it is used.
Coffee / Tea Service Amenities					
2	All	Ceramic coffee mugs	No	Hospitality Center (on tray)	Other wrapped cups may be used if required by local/regional regulations Coffee mugs must be washed in a commercial dishwasher each day they are used.
2	All	Stan caps	Yes		
1 each	All	Packet of regular coffee/decaffeinated coffee	No		Must be Columbian blend, .74 oz. filter pack
2 each	All	Packet of sugar / sweetener / liquid shelf-stable creamers / stir sticks	No		Prepackaged condiment kits are not allowed.
2	All	Tea bags	No		
2	All	Cocktail napkins	Yes		
					Coffee service amenities must be replenished every day on a complimentary basis, regardless of length of stay.

[Guest Supply Order Forms](#)

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1000 OTHER GUEST AREAS AND SERVICES

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1001.00 General Rules

1001.01 Directional Signage

A. Design

All signage must meet Brand specifications.

B. This standard intentionally left blank.

1001.02 Prohibited Services

A. Service Attributes, Amenities or Products the Property Must Not Have

1. Bellman services
2. Concierge desk
3. Fax machines in the guestrooms
4. Mini-bars in the guestrooms
5. Bathrobes and/or slippers as a standard amenity in all guestrooms
6. Separate check-in/checkout stations
7. Full-service shoe shine stations
8. Turndown service as a standard amenity in all guestrooms
9. Floors differentiated by additional amenities or services such as executive level or HHonors® floors

1002.00 Public Restrooms

1002.01 Signage

Restroom signage must indicate gender and accessibility. If the restroom is not accessible, a sign directing guest to accessible restrooms must be displayed.

1002.02 Amenities

A. Requirements

The property must provide:

1. Hand soap, paper towels, toilet and facial tissue and display according to Design and Construction specifications (see [2503.00.G](#)).
2. Feminine products, including tampons and feminine hygiene pads, provided in a decorative display and offered on a complimentary basis
3. Sanitary toilet seat covers in each stall

[Directional Signage – Hilton Garden Inn Franchise](#)

[HGI Exterior Sign Manual](#)



1003.00 Dry Cleaning and Laundry Services

1003.01 Minimum Days Offered

The property must offer same-day dry cleaning and laundry services Monday through Friday. A detailed laundry service ticket, including pricing and approximate return time and two laundry bags must be provided in each guestroom.

1004.00 Guest Laundry

1004.01 Hours

A. Access

Guests must be provided access to the guest laundry from 6:00 a.m. – 11:00 p.m.

B. Posted Hours

Guest laundry hours must be posted at the entrance of the guest laundry.

1004.02 Signage

Operating instructions must be provided for all guest laundry equipment, including brand-approved signage for washer and dryer cycle times.

1004.03 Equipment/Furnishings

A. Minimum Requirements

The minimum amount of guest laundry equipment must be as follows:

1. One top-quality washer
2. One top-quality dryer
3. A laundry products vending machine or products provided for sale at the front desk.
If laundry products are sold at the front desk or in the Pavilion Pantry®, professional signage must be mounted on the guest laundry wall stating availability and location.
4. There must be one chair and one built-in plastic laminate counter top at 34" above the floor in the guest laundry for folding clothes.

1004.04 House Telephone

A house telephone with direct-dial to the front desk must be available.

1005.00 This standard intentionally left blank.

1006.00 Automatic Teller Machines (ATMs)

1006.01 Installation Standards

A. Minimum Requirements

An ATM, if installed, must meet the following minimum standards:

1. Must not be installed in the immediate front desk area.
2. Must be encased in a finished furniture cabinet of millwork that coordinates with the lobby style. Freestanding types are not acceptable.
3. Must be in compliance with Americans with Disabilities (ADA) requirements.

1007.00 This standard intentionally left blank.

1008.00 This standard intentionally left blank.

1009.00 Fire Pits/Patio Grills

1009.01 Fire Pits

If provided, fire pits must be permanent, built-in structures approved through Design and Construction (see [Section 2501.03.K](#)) that include a 12" coping/edge with a gas line to fuel the fire. Portable fire pits with propane tanks must not be used.

1009.02 This line item intentionally left blank.

1010.00 Pet Policies/Amenities

Pets are not allowed at the property unless the pet is a service animal, as defined in [Section 104.03](#). The property must have a recommended kennel in the area. If a pet, other than a service animal, is discovered in the property, the property must use discretion and service recovery techniques to encourage the guest to move the pet to a kennel. It is at the property's discretion to allow a guest to keep the pet in the room once it is discovered. If pets are not permitted and are discovered, an additional fee of up to \$50 may be assessed.

1011.00 This standard intentionally left blank.

1012.00 This standard intentionally left blank.

1000 OTHER GUEST AREAS AND SERVICES



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1014.00 This standard intentionally left blank.

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1102.00 Hilton Garden Inn Food and Beverage

1102.01 General Rules

A. Quality Assurance

The property must have a restaurant area that complies with the specifications of the Design and Construction Standards (see [Standard 2504.03](#)) in addition to the service items outlined in this Section 1102.

1. The property's food and beverage outlets must meet Brand requirements in their administration and include policies that:
 - a. In addition to the food service hours of operation, all outlets' hours of operation must be appropriate to the market requirements and conform to closing or regulated times imposed by applicable law.
 - b. Marketing and advertising programs must conform to the Brand Identity Guidelines.
 - c. Signage and tabletop displays must be clean, current and professional in appearance.
 - d. Interior landscaping must be well maintained.
2. All equipment, operating supplies, printed material and accent paint must meet these minimum standards:
 - a. China, glass, silver, stainless and linens must be sufficient in quantity to serve all customers and must be in good condition with no chips, cracks, nicks or tears.
 - b. Furniture, fixtures and equipment must be clean with no chips, cracks or nicks and in good working condition.
 - c. A general theme or décor must uniformly link furnishings, menu items, uniforms and table settings.
 - d. Silver/stainless, china or thermal pots must be used for tea and coffee service. Glass coffee pots must not be used for serving.
 - e. Menus must be in good condition. They must not be worn, dirty or out-of-date with regards to price and availability of menu items.
 - f. Breakfast menu banner, welcome banner and Pavilion Pantry® banner must be visible to guests.
 - g. A television and remote control must be in the breakfast area and/or Pavilion. The television must be on one of the following stations: CNN (news channel) or national level equivalent, or ESPN (sports channel) or national level equivalent. No other alternatives are acceptable.

[Brand Identity Guidelines](#)

[Food and Beverage
Resources](#)



B. Dual Branding

For dual-branded properties, breakfast must be presented and served in each brand's food and beverage/restaurant area. Regardless of occupancy levels, guests may not be re-routed to the sister brand's food and beverage/restaurant area.

C. Requirements for Food Service

1. The property must serve breakfast, lunch, dinner and in-room dinner delivery (known as a "Full Food and Beverage Operation"). In addition, food must be available through the Pavilion Pantry® 24 hours per day. (See *Pavilion Pantry® Manual* requirements on OnQ Insider.)

2. The property **must not** have the following attributes, amenities or products:

- a. Complimentary breakfast, with the exception of approved Brand Management promotional programs and local negotiated discounts which are packaged inclusive

OR

Nightly complimentary guest receptions

3. Service Charge

Mandatory dining service charges are not required. Where utilized the property must adhere to the following:

- a. The mandatory service charge amount must not be set on parties of fewer than eight people in the dining room.
- b. The maximum service charge percentage must not exceed the market average in the property's geographic area.
- c. The maximum service charge for meeting room business must not exceed that of the average rate in the property's geographic area.
- d. The property must meet the IRS TIP Tracking Reporting requirements and all other applicable laws for tipped employees.

1102.02 Food Safety – Health Code Standards

All food and beverage outlets on the property, including leased outlets, must comply with local health codes and alcohol regulations.

Standards for food handling and sanitation as outlined in the National Restaurant Association's *Applied Food Sanitation* publication or applicable food sanitation/safety/hygiene laws and regulations must be consistently maintained. A system of food and beverage storage that assures product freshness and proper rotation must be established and used. Additionally, the following food storage and sanitation practices must be followed. A quality assurance auditor will perform a kitchen inspection as part of the biannual evaluation.

[Food and Beverage Resources](#)

[Pavilion Pantry® Manual](#)

1102.01 *continued***A. Food Storage**

1. Hot foods being held on a steam table must be kept at 140 °F/60 °C or higher. Cold items must be kept at 40 °F/4.5 °C or lower.
2. All walk-in refrigerators and freezers must have a working thermometer inside and outside of the unit.
3. All chemicals and cleaning agents must be clearly labeled and stored away from food-related products.
4. All foods, cooked and raw, must be stored in a manner to prevent the possibility of cross-contamination.
5. All food products must be stored on shelves at least six inches off the floor.
6. All food products must be dated, labeled and rotated.

B. Sanitation

1. Each hand sink must have liquid antibacterial soap, paper hand towels and trash receptacle.
2. Dishwashers must have an operable thermometer. Temperatures must be a minimum of 140 °F/60 °C for the wash cycle and 180 °F/82 °C for the final rinse cycle.
3. All kitchen personnel must wear hairnets or hats.
4. Each food preparation/cutting board area should have a surface sanitation bucket (or spray bottle) within six feet of the preparation area.
5. The following periodic maintenance must be performed and documentation maintained for 18 months:
 - a. Biannual hood cleaning
 - b. Monthly pest control treatment
 - c. Biannual Ansul system testing
 - d. The level of cleanliness in the kitchen area will be evaluated to ensure compliance with property standards.

C. Food Grades

The minimum standards for food grades used in food and beverage outlets are as follows:

1. All food and beverage products must be purchased from companies that are certified and fully compliant with local government laws.
2. When possible, all food and beverage products purchased should be of the highest governmental/federal grading, rating or specification.

[Food and Beverage
Resources](#)

3. All meat, poultry and frozen fish/seafood must be purchased from companies that produce products under the guidelines of the U.S. Department of Agriculture (USDA). All meat and poultry products and/or containers must be identified by a federal inspection stamp USDA Grade A. Dairy products including, but not limited to milk, cheese, eggs and butter must meet USDA standard quality requirements for U.S. Grade A. Frozen produce must meet USDA Grade B or better.

D. Training and Documentation

All food handlers must have documentation of training for proper sanitation and food handling techniques in accordance with local and state laws. Culinary staff must be familiar with *Serve Safe* and HACCP programs specifically. The leader of the food and beverage operation (director, manager or chef) must be *Serve Safe* certified. See [Section 405.00](#) for additional requirements.

1102.03 Service Standards

A. Food and Beverage Outlet Minimum Hours of Operation

1. The property must follow these minimum food and beverage hours of operation. The property may extend hours of operation at its discretion subject to the approval of Brand Management.

Properties must meet the following:

Food and Beverage Outlet Minimum Hours of Operation					
Location	Breakfast	Lunch	Dinner	Lounge	In-Room Dining
Weekdays					
Airport	6:00 a.m. - 10:00 a.m.	11:30 a.m. - 1:00 p.m.	5:00 p.m. - 10:00 p.m.	5:00 p.m. - 10:00 p.m.	5:00 p.m. - 10:00 p.m.
All Other	6:30 a.m. - 10:00 a.m.	11:30 a.m. - 1:00 p.m.	5:00 p.m. - 9:00 p.m.	5:00 p.m. - 9:00 p.m.	5:00 p.m. - 9:00 p.m.
Weekend/Holiday					
Airport	6:30 a.m. - 11:00 a.m.	Closed	5:00 p.m. - 10:00 p.m.	5:00 p.m. - 10:00 p.m.	5:00 p.m. - 10:00 p.m.
All Other	7:00 a.m. - 11:00 a.m.	Closed	5:00 p.m. - 9:00 p.m.	5:00 p.m. - 9:00 p.m.	5:00 p.m. - 9:00 p.m.

2. Brunch – Saturday, Sunday and/or specialty brunch may be offered.
3. Breakfast may be served through the lunch hours of operation on weekends and holidays.

[Food and Beverage Resources](#)

1102.03 *continued***B. Breakfast Requirements**

The property must meet the following breakfast standards:

1. A designated greeter must meet guests in addition to leading guests to their table. The greeter must provide an explanation of breakfast once the guest is seated. The guest's breakfast check should be delivered at time of seating or shortly after the guest has returned from the food stations. At no time should a guest need to request their breakfast check.
2. The property must meet product specification minimum requirements illustrated in the Eat Well Breakfast Manual on OnQ Insider.
3. Pricing
 - a. The property must charge for breakfast.
 - b. Breakfast service must reflect a one-price strategy.
 - c. The price charged for the breakfast must end in \$.95 (e.g., \$6.95, \$7.95, \$8.95, \$9.95, \$10.95, and \$11.95). The one-price structure is for an all-inclusive breakfast.
4. Guests must be able to obtain a hot prepared-to-order breakfast during entire breakfast hours of operation.

C. Lunch Requirements

The property must meet the following lunch standards:

1. Pricing
 - a. The restaurant must charge for lunch.
 - b. The maximum prices must meet the guest's expectations to deliver a price/value relationship in line with the moderate pricing scheme of the property.
2. Menu content must reflect minimum requirements illustrated in the core menu guidelines found on OnQ Insider.
3. The lunch menu must include offerings from each of the following categories:
 - a. Chicken
 - b. Seafood
 - c. Beef
 - d. Vegetarian
4. Self-serve hot lunch may be used. The self-serve hot lunch must not replace the cooked-to-order lunch menu. The self-serve hot lunch must augment the cooked-to-order à la carte standard menu. A cold line entrée station and salad bar are allowed. The cold line entrée station and salad bar must not replace the cooked-to-order à la carte standard menu.

[Core Menu Guidelines](#)[Eat Well Breakfast Manual](#)[Food and Beverage
Resources](#)

1102.03 *continued*

5. The property must have soft drinks and alcoholic beverages available for lunch service unless applicable law prohibits alcoholic beverages, in which case soft drinks still must be available.
6. Tablecloths are prohibited for lunch service. Linen flatware wraps are allowed. The Great American Grill/Restaurant and Bar or local application logo dinner napkin is recommended for flat utensil set up. Dinner fork, soup spoon and knife are required. Placemats are optional. Salad forks are optional. Table setting must include salt and pepper shaker, ketchup, mustard and coffee caddy with individually portioned creamers, sugar and sugar substitute.
7. A designated greeter must meet guests and lead guests to their table. Menus must be provided to the guest upon seating by the greeter. Specials must be verbally communicated at the time of seating.

D. Dinner Requirements

The property must meet the following dinner standards:

1. Pricing
 - a. The restaurant must charge for dinner.
 - b. The maximum prices must meet the guest's expectations to deliver a price/value relationship in line with the moderate pricing scheme of the property.
2. Menu content must reflect minimum requirements illustrated in the core menu guidelines found on OnQ Insider.
3. Children's menus must be available.
4. The dinner menu must include offerings from each of the following categories:
 - a. Chicken
 - b. Seafood
 - c. Beef
 - d. Vegetarian
5. Soft drinks and alcoholic beverages must be available for dinner service unless applicable law prohibits alcoholic beverages, in which case soft drinks still must be available.
6. Dinner fork, steak knife and salad fork must be used. Soup spoons must be provided when soup is ordered.
7. Table linen may be used for dinner service. A center-of-the-table display, such as a floral arrangement, is required.
8. Restaurant dinner ambience must change from breakfast and lunch hours of operation. Lights must be dimmed. Easy listening, classical or jazz are acceptable music choices.

[Core Menu Guidelines](#)

[Food and Beverage
Resources](#)

9. A designated greeter must meet guests and lead the guests to their table. Menus must be provided to the guest upon seating by the greeter. Specials must be verbally communicated at the time of seating.

E. Menus (Café, Dinner and Room-Service)

The Brand has developed a café menu (sandwich only) and a focused (limited) dinner and room-service menu that is available in properties approved by the Brand. Approved installation of the café or focused menu will be determined by the Director of Brand Performance Support. Prior to installation, the following requirements must be met:

1. Analysis by the Brand is performed related to food cost drivers, menu quality analysis, menu pricing mix, menu engineering, SALT scores and labor to revenue ratios (if the property is an existing property).
2. Restaurant competitive set within one mile of the property (if the property is a new property).

1102.04 Décor

Restaurant decor package must complement the entire decor package of the Pavilion.

1102.05 Breakfast – Station Requirements

The property must meet the following breakfast standards:

A. Eggs

All fresh eggs, omelets, French toast, pancakes and other entrées must be cooked-to-order. Regional or specialty breakfast fare may be offered on the hot line entrée station. Eggs may be served on the hot line entrée station during peak demand times if the following criteria are met:

1. Eggs must not be held longer than 15 minutes on the hot line.
2. Low cholesterol substitute eggs prepared to order, must be available.
3. Cooked-to-order eggs must be available.
4. All hot line items must be plated by the kitchen team. During high-demand breakfast hours of operation, the property is allowed to offer a self-serve hot breakfast featuring scrambled eggs, breakfast potato and meat selection of bacon or sausage in the interest of expedited guest service. However, a hot buffet must NOT replace the cooked-to-order chef station.

B. Presentation

The hot and cold line entrée stations must have an appealing décor and presentation at all times.

[Food and Beverage
Resources](#)

1102.05 *continued***C. Waffles**

The property must display the Brand logo waffle maker with logo plate provided through F.S. Carbon®. The waffle program must be available during the breakfast hours of operation.

1. The waffle station must be provided as a self-service offering accompanied by the waffle instruction sheet found on the Brand Food and Beverage Restaurant page on OnQ Insider.
2. Where space is limited prohibiting installation of the equipment, waffles may be prepared by the culinary staff. When waffles are offered and prepared by the culinary staff, the waffle availability must be marketed to the guest via communication by the chef and sample portions placed on the hot line entrée station. A point-of-sale flyer is also permitted to be used at the hot line when waffles are prepared by the culinary staff.
3. All minimum waffle topping requirements stated in the Eat Well Breakfast Manual must be available.
4. When the waffle station is provided as self-service offering, plates, syrup, individual butter and minimum waffle topping requirements illustrated in the Eat Well Breakfast Manual must be available.

D. Hot Breakfast Cereal

A hot breakfast cereal must be served and must be “Quaker® Old Fashioned Oats” oatmeal as specified in the Eat Well Breakfast Manual. It must be offered as either a self-service offering or prepared by the culinary staff. The property must meet the minimum requirements for oatmeal toppings illustrated in the Eat Well Breakfast Manual.

E. Self-Service Hot Breakfast

Self-service hot breakfast options must consist of the following stations:

1. Bakery
 - a. Breakfast breads and pastry that meet the minimum requirements in the Eat Well Breakfast Manual.
 - b. A rotating toaster that produces 500 slices of toast per hour or where space will not permit a rotating toaster, two commercial-grade, four-slot toasters are an acceptable alternative.
 - c. The property must have available condiments for all bakery items that comply with the minimum requirements in the Eat Well Breakfast Manual.
 - d. The property must have available a three-tiered condiment display, domed white oval platters and one- or two-tiered bread display equipment. When sneeze guards are present and the height does not allow domed platters, white oval platters alone are an acceptable minimum standard.

[Eat Well Breakfast Manual](#)[Food and Beverage
Resources](#)[Waffle Instruction Sheet](#)

1102.05.E *continued*

2. Chill Station

- a. The property must have a self-service chill station comprised of fresh cut fruit, juice, milk and yogurt available. These items must meet minimum standards in the Eat Well Breakfast Manual.
- b. The property must have individual boxed cereal available with a minimum of four flavors displayed in a two-tiered stand. Cereal must be displayed adjacent to the ice well to provide convenient access to milk.
- c. The property must have fresh whole fruit in a two-tiered fruit display. The whole fruit display can be placed in any area that space permits.

3. Complimentary Coffee Station

The property must have a complimentary coffee station located in the breakfast area or Pavilion during the required breakfast hours of operation. This station must include the following items and must not be accompanied by a complimentary continental breakfast:

- a. Fresh ground or liquid roast coffee that is 100 percent Arabica must be used; only liquid roast can be used in large banquet events. The coffee brew equipment must not be in the guest's view. Coffee must be served in the approved Fetco® brand dispensing equipment as indicated below.
- b. Coffee equipment must include Fetco® L3D 1.5-gallon thermal dispenser for regular and decaf coffee. A Fetco® 3-liter airpot is required for hot water to accommodate tea and hot chocolate.
- c. The Fetco® coffee and hot water dispensers must be labeled with Brand signature wraps provided by Harlan Graphics. Ordering information for the wraps is provided in the Eat Well Breakfast Manual. Starbucks® coffee setup does not require wraps. However, the specified Fetco® equipment must be provided.
- d. Coffee accompaniment and display equipment requirements for the coffee station are provided in the Eat Well Breakfast Manual. Ancillary coffee station display equipment in addition to our Ecotainer "to go" coffee cup, is still required when serving Starbucks® products.

1102.06 Complimentary Snack Service

Each afternoon the property must prepare fresh baked cookies (approximately 36-48 pieces) to place on an appropriately garnished serving tray at the front desk.

A. Portion

Cookies must be a two-ounce (60 g) portion at a minimum. Any substitutions must be of an equivalent portion or greater.

[Eat Well Breakfast Manual](#)[Food and Beverage
Resources](#)[Harlan Graphics
Order Forms](#)

B. Hours

Minimum presentation setup must be daily from 5:00 p.m. - 9:00 p.m. and must be replenished as needed until 9:00 p.m.

C. Presentation

The property must meet applicable laws for proper display of cookies. If cookies or similar products are offered, presentation must include a covered serving platter/dish with appropriate tongs for serving and napkins.

D. Alternate Regional Treat

In lieu of cookies, a regional treat may be substituted with approval by the property's Regional Director of Brand Performance Support.

1102.07 In-Room Dining**A. Room Service Dining**

Room service dining must meet the Brand's requirements as outlined in the Eat Well Room Service Manual, available on OnQ Insider. The property must ensure that:

1. Equipment, operating supplies and printed material meet the following minimum standards:
 - a. In-room dining delivery equipment must be clean. Carts, trays and hot boxes must be in good working condition.
 - b. Stainless steel plate covers must be used for hot dishes.
 - c. Ice buckets must be made of high-grade acrylic, silver or stainless steel. Paper/cardboard buckets must not be used.
 - d. Trays must be high-quality wood, rattan or thermo plastic. Tray size must be 18 inches in width by 26 inches in length. Polystyrene Brand tray liners must be used.
 - e. All orders must be accompanied by a card that informs the guest of tray removal procedures. All room service trays must be removed from the guestroom corridors as part of closing responsibilities for the restaurant or in-room dining service staff.
 - f. Children's menus must be available.
2. Service and product standards must meet the Brand's requirements as outlined in the Eat Well Room Service Manual. The property must ensure that:
 - a. Condiments are individually portioned and in clear jars/bottles or plastic-wrapped china/glass "soufflé-type" dishes or ramekins.
 - b. White wine and beer bottles must be served in ice buckets or wine cooler to keep chilled. The same glassware the restaurant serves these items in must be provided for the guest within the delivery setup.

[Eat Well Room
Service Manual](#)

[Food and Beverage
Resources](#)

1102.07.A.2 *continued*

- c. Soft drinks must be served in the same glassware as the restaurant with plastic wrap to protect spillage during delivery. Ice water is served with all room service orders, where applicable law permits and unless local conservation restrictions apply.
 - d. After-meal mints or local equivalent must be provided with each order.
 - e. Regular or mini glass salt and pepper shakers are used.
- OR*
- f. When plastic wrap is used to cover any item, an offer to remove it must be made by the server before leaving the room.
- 3. The property must have the following room service attributes, amenities or products:
 - a. Dinner delivery only
 - b. Tray service to the rooms
 - c. A room service menu must be incorporated within the Guestroom Directory and must include the required categorical product selections required on the dinner menu. This requirement applies to in-house and third-party providers.
 - d. Room service pricing must match the price available in the dining room.
 - e. Trip charges, where utilized, must be competitive in the property's existing market set.
 - f. Guest must be able to charge meals directly to the guest folio. This requirement applies to in-house and third-party providers.
- 4. The following in-room dining attributes, amenities or products are not allowed:
 - a. Breakfast delivery to the guestroom
 - b. Lunch delivery to the guestroom
 - c. Delivery to guestroom by third-party provider
 - d. Breakfast pre-order menus in the rooms
 - e. Plastic utensils
- 5. Breakfast Only Licensed Property

If the property is designated as a "Breakfast Only" operation, a third-party provider must be utilized to provide room service. Room service must comply with the following:

 - a. Third-party room service delivery hours must be available for dinner from 5:00 p.m. - 9:00 p.m. These are the minimum hours published and are required. However, the property may extend the hours of operation per market demand.
 - b. Third-party room service delivery must provide a "reasonably priced" scale of menu items and offer a variety of cold and hot entrée items.

[Food and Beverage
Resources](#)

- c. Room service setup must be followed as provided in the Eat Well Room Service Manual.
- d. Property employees must deliver final product to the guestroom.
- e. Food setup and delivery procedures in the Eat Well Room Service Manual must be followed.

1102.08 Specialty Restaurants – Specialty/Themed Restaurants

A. Requirements

Any specialty restaurant at the property must meet the Brand's requirements in its operation and must ensure that:

- 1. "No smoking" sections must be available.
- 2. Menus must be changed seasonally or at a minimum of twice per year.
- 3. Hostess stations must be in good repair, clean, neat and well organized.
- 4. Equipment, operating supplies and printed material of the restaurant must meet the following standards:
 - a. All tables must have an attractive and well-maintained centerpiece.
 - b. Lunch and/or dinner specials must be prepared daily and presented to guests at the beginning of service.
- 5. Service and product standards must meet the Brand's requirements and the restaurant must ensure that:
 - a. A nationally recognized, high-grade regular coffee and specialty coffee must available.
 - b. A selection of high-quality teas consistent with an upscale restaurant must be available.
 - c. The property's employees must complete the Ultimate Service and Ultimate Food and Beverage training programs when applicable to their job, within 60 days of initial employment start date. Refer to [Section 405.00](#).

1102.09 Bars

A. Evening Cocktail/Beverage Service

The property must have a bar area that complies with the specifications of the Design and Construction Standards (see [Section 2504.04](#)).

- 1. Properties approved by Brand Management as a "Full Food and Beverage" property must serve liquor, beer and wine. If applicable law prohibits the sale of liquor, beer or wine, the property must obtain a variance in writing from the Senior Vice President Brand Management. The Brand reserves the sole and complete discretion to grant or deny this exemption.

[Eat Well Room
Service Manual](#)

[Food and Beverage
Resources](#)

1102.09.A *continued*

2. Service and product standards must meet all Brand requirements including the following:
 - a. Measuring devices, such as a shot glass/jigger or automatic dispenser, must be used in the preparation of an alcoholic drink.
 - b. Fresh seasonal fruit and seasonal vegetables must be utilized for beverage garnish.
 - c. A television and remote control must be available. The property must have the television in the bar or Pavilion seating area on one of the following stations: CNN (news channel) or national level equivalent, or ESPN (sports channel) or national level equivalent.
3. A limited appetizer menu must be available for the Pavilion seating area. A designated “champion” must provide cocktails, soft drinks and appetizers in this area if requested. A table tent with the appetizer selections must be provided or as the guest is noticed in the soft seating area, a menu must be delivered along with a greeting and a solicitation for a beverage.
4. Bar setup must include at a minimum:
 - a. Bottle beer – market appropriate selection
 - b. One brand non-alcoholic beer
 - c. One chardonnay by the glass
 - d. One cabernet or merlot by the glass
 - e. One rosé/blush wine by the glass
 - f. Well liquors must have brand recognition.
 - g. Sodas and water
 - h. Complimentary dry snacks
 - i. Appetizers from the dinner menu must be available during open lounge hours.
5. The property may serve tap beer.
6. The property may not have a nightly complimentary cocktail reception.
7. Properties approved by Brand Management as “Breakfast Only” must provide cocktail/beverage services, via either a hosted bar or honor bar, between the minimum hours of 5:00 p.m. - 9:00 p.m.

Bar setup must include:

- a. Bottle beer – market appropriate selection
- b. One brand non-alcoholic beer
- c. One chardonnay by the glass
- d. One cabernet or merlot by the glass

[Food and Beverage
Resources](#)

- e. One rosé/blush wine by the glass
- f. Sodas and water
- g. Complimentary dry snacks or fresh popcorn

1102.10 Banquets and Catering

A. Brand Requirements

The property's banquet and catering service standards must meet the Brand's requirements.

1. The banquet/catering sales offices must maintain a neat, clean and well-organized appearance.
2. The property must ensure that:
 - a. Buffet foods are fresh and of high quality.
 - b. Buffet food presentation is decorative, imaginative and can be themed.
 - c. Juices and specialty cold beverages are chilled at all times.
 - d. Coffee break presentations are decorative, imaginative and served appropriately to the theme.
 - e. Coffee service includes coffee/tea labels, coffee drip trays and tea box. One hundred percent Arabica coffee dry or liquid must be used.
3. Food provided through a third-party catering provider must not be brought into the property without a signed indemnity agreement from the supplier and responsible person involved. Proof of third-party provider's insurance must be in writing and kept on file at the property.

[Food and Beverage
Resources](#)

1103.00 This standard intentionally left blank.

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1201.00 This standard intentionally left blank.

1202.00 This standard intentionally left blank.

1203.00 Business Center

All new properties must implement the approved Brand Business Center Solution from Hilton Worldwide Information Technology (IT). For assistance, contact Hilton Worldwide IT at 800-847-8483, option #3. All existing properties must maintain business center standards found in [Sections 1203.04 - 1203.06](#) and transition to the Brand Business Center Solution as their equipment reaches four years old or by 1/1/2013, whichever comes first.

1203.01 Hours of Operation/Staffing

A business center must be provided exclusively for guest use 24 hours a day. Use of the business center services and supplies is complimentary unless otherwise noted.

1203.02 Business Center Security

The business center must be key card accessible. Guests must not have to retrieve a key from the front desk to gain access to the business center.

1203.03 Signage

Business center hours must be posted at the entrance of the business center. All signage must match the existing interior sign package.

1203.04 Furnishings

A. Required furnishings

The following equipment and supplies must be provided until implementation of the Brand Business Center Solution, or until 1/1/2013, whichever comes first:

1. Herman Miller "Mirra®" Chair must be provided for each workstation.
2. Wall-mounted clock

1203.05 Equipment

A. Required Equipment

At a minimum, the business center must contain the following equipment and supplies:

1. Telephone with direct dial to the front desk and printed instructions for use
2. Computer Equipment – (Not applicable to properties who have transitioned to the Brand Business Center Solution.) Reference the [Technology Section 1701.05](#) for Hilton Worldwide IT security requirements.
 - a. Two Desktop Computers – PCs must support Windows® XP Professional or later and Microsoft® Office Suite 2003 software (minimum).

[Ultimate Business
Center Checklist](#)



- b. Complimentary PrinterOn services as specified by the Brand must be provided. Replacement printer cartridges must be available and may be kept for request at front desk.
- c. Exposed cables on top of and/or under the work surface must be managed and kept neat and orderly.

3. Paper shredder and wastebasket

4. Wireless high-speed Internet access (HSIA) must be available in the business center.

1203.06 Office/Shipping Supplies

A. Required Supplies

The business center must contain the following:

- 1. Office supplies (expendable pens, pencils, paper, envelopes tape, three-hole punch, scissors, clips and stapler with staples and staple remover)
- 2. Express shipping supplies
- 3. Two telephone books and Yellow Pages

1203.07 Fax – Incoming, Outgoing, Fees

A. Availability

A fax service must be available to guests 24 hours per day and may be located at the front desk. The fax machine must have a dedicated telephone line and not be an extension from the property switchboard. The property employees must be available to assist the guest.

B. Fees

- 1. All local and 800 faxes must be complimentary.
- 2. Domestic long-distance fees must not exceed \$3 per page for 1-3 pages. Additional pages must not exceed \$1 per page.
- 3. International faxes must not exceed \$5 per page for 1-3 pages. Additional pages must not exceed \$2 per page.
- 4. All fax documents received for guests must be complimentary.

C. This line item intentionally left blank.

1203.08 This standard intentionally left blank.

[PrinterOn Forms](#)



1204.00 Meetings

1204.01 This standard intentionally left blank.

1204.02 Meeting Room Preparation and Set-up

When meeting services are requested, accommodations must be made to create an environment that facilitates success for the client.

Items that must support this environment include:

A. This line item intentionally left blank.

B. Meeting Room Collateral and Furnishings

The property must offer meeting room set-up services that the Brand may specify from time to time. The meeting rooms must include, at a minimum, the following:

1. Pens and/or full-size #2 pencils and note pads (minimum 5" x 7") with Brand logo. See [Section 508.00 Brand Sales and Marketing](#).
2. Individually wrapped hard candy or mints in a decorative bowl or candy jar.
3. Pitchers of ice water placed on trivets. The pitchers are to be made of glass, high-quality acrylic or stainless steel. Iced bottled water may replace tap water, as long as it is available in the meeting room.
4. Beverage glassware – 6 oz. (177 ml) minimum
5. Meeting rooms must accommodate set-up utilizing the following options:
 - a. 6' (2 meter) classroom tables
 - b. 6' (2 meter) conference tables
 - c. Either 60" (152 cm) or 72" (2 meter) round table linens
6. All meeting room tables must be clean with a damage-free finish or dressed with coordinating linen and skirting unless otherwise requested by the guest. All first rows of classroom sets must be skirted. All U-shapes must be skirted on the inside of the U. Reception tables and all round tables must be skirted. Covers and linens, when used, must be clean, in good repair, not wrinkled or excessively creased and must be consistently draped parallel to the floor or as specified by the customer.
7. A house telephone
8. Telephone outlet – one per meeting room and one per divided bay
9. A decorative wastebasket with an enclosed liner

C. Audio/Visual and Other Equipment

The property must have the following audiovisual and other equipment available at the property or available through an outside vendor upon 24-hour notice:

1. Minimum 32" LCD HDTV – one
2. Television cart – one per television
3. Projection screen
4. Microphones (wired and wireless)
5. DVD unit and monitor(s)
6. Flipcharts
7. LCD projector
8. Extension cords
9. Power Strips

D. HSIA

Complimentary wireless HSIA must be installed in the all meeting rooms.

E. Food and Beverage Services

Refreshment breaks and catered meal functions for meetings must be set up to client specifications and delivered on time.

F. Environment

1. Lock-out covers on thermostats in meeting rooms must not be used while the meeting space is in use.
2. Background music

G. Advance Preparation

Meeting rooms must be prepared 30 minutes prior to the posted meeting time unless otherwise requested by the meeting planner. Meeting rooms must be tidied during each scheduled coffee and meal break.

1204.03 Meeting Room Guest Service Hotline Program

A. Availability

1. The Guest Service Hotline must be available in all meeting rooms of the property.
2. All meeting rooms on the property must have at least one telephone so that guests can contact the Guest Service Hotline in case of problems or additional meeting needs. The telephone must be connected when the meeting room is set up or in use.

3. The property's Guest Service Hotline telephones must be conveniently located and may be either wall-mounted or set on a counter, credenza or table. The telephones must be complimentary to guests in the meeting rooms.
4. The property may place cards next to the telephone listing the Guest Service Hotline telephone number, a decal may be placed on the telephone with the Guest Service Hotline telephone number, or the telephone may be programmed to dial directly to the Guest Service Hotline extension. Direct connections to guestrooms or outside calling capability on these telephones must be prohibited.
5. The property's meeting room set-up staff, audiovisual department, banquet department and property operations department must be in radio, pager or cell phone contact with the Guest Service Hotline desk.
6. The property must have a separate meeting room tracking system in place to prevent recurrence of similar guest problems or complaints.

1204.04 Boardroom Requirements

Boardrooms are optional. Refer to [Design & Construction Section 2507.03](#) for specifications.

1204.05 Service Standards

A. Meeting Room Greeting Cards

1. Whenever the catering or service manager handling a small meeting is unable to meet the guest, a personalized greeting card must be placed in the meeting room.
2. Before placing the greeting card, the meeting room must be inspected to ensure that it is set up according to the specifications the property has received, and every attempt must be made to meet the guest prior to the meeting.

B. Meeting Billing

The guest must be presented with an accurate documentation of meeting billing. No posting of charges may occur until the guest fully understands the charges and is satisfied with the service and value received.

C. Delivery of Messages

1. In addition to the normal guest message service, messages received by guest service representatives must be delivered to the meeting room and posted on a central board or given to a designated member of the group.
2. Mail For Guest Notification
 - a. The property must contact the guest or leave a message on the guest's voicemail to notify the guest of the property's receipt of mail/packages within 10 minutes of receipt of mail/package.

- b. Guest receipt/confirmation notice from a third-party delivery service (e.g., FedEx, UPS, etc.) must be delivered by the property to guest upon receipt by the property.

D. This line item intentionally left blank.

1204.06 Other Meeting Services

A. Copy Service

In-house duplicating service for small-quantity copying must be available.

B. Meeting Space

If the property has a conference center facility attached, adjacent to or nearby the property, it must comply with the following:

1. If the property was built in conjunction with or nearby a full-service conference center facility, the conference center must be operated as a separate entity.
2. Marketing of these entities must clearly disclose the separate facilities and may not refer to the conference facility as being part of the property. For example: "The Hilton Garden Inn Kankakee and the adjacent River Stone Conference Center offer meeting planners..."
3. Conference center facilities which are connected to the property via an enclosed walkway may be referred to as connected or attached. For example: "The Hilton Garden Inn Suffolk and the attached Suffolk Conference Center offer meeting planners..."
4. Marketing collateral may be produced to jointly promote the two facilities provided the facilities are identified as being separate entities. The property must have all necessary permissions and licenses from the conference center owner/operator. Contact the Brand Marketing Manager for sample collateral and materials.

1205.00 This standard intentionally left blank.

1206.00 This standard intentionally left blank.

1207.00 This standard intentionally left blank.

1208.00 This standard intentionally left blank.

1209.00 This standard intentionally left blank.

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1301.00 This standard intentionally left blank.

1302.00 This standard intentionally left blank.

1303.00 Swimming Pool/Whirlpool (Indoor or Outdoor)

1303.01 Hours of Operation

Swimming pool and whirlpool facilities must be open and accessible to registered guests from at least 9:00 a.m. to 10:00 p.m. daily, weather and climate permitting. Hours of operation must be posted by all swimming pool and whirlpool entrances.

1303.02 Signage

A. General Requirements

1. A professionally prepared sign outlining guidelines and rules for use of the swimming pool must be prominently displayed.
2. Swimming pool and whirlpool (indoor and outdoor) signs must match the design of and be consistent with the other signs in the property sign system.
3. The signs must convey their information clearly and concisely.

B. California Code Requirements

Some states, such as California, have additional health code requirements for their swimming pool facilities. These requirements include CPR instructions, maximum occupancy, specific wording and copy heights. The local health department must be consulted for any specific requirements.

1303.03 Safety and Security

A. Markings and Signs

1. Swimming pools and whirlpools must have water depth markings and "No Diving" markings clearly displayed on the swimming pool coping. Water depth markings must also be clearly displayed on the swimming pool rim at the water line. Depth markings must indicate feet (ft.) or meters (m). Water depth should be measured from the water surface to the bottom of the swimming pool 24" from the swimming pool coping.
2. A floating divider rope must be installed if required by code or if the swimming pool includes an abrupt change in depth.

B. Drain Covers

Swimming pools must have anti-vortex covers for primary drains and all suction inlets. All drain covers must be secured on drains at all times.



C. Safety Equipment

Two life preservers, one shepherd's crook and rules and disclaimer signage (including "No Lifeguard" notice) must be mounted on a wall or fence whether the swimming pool and/or whirlpool are open or closed. All signage must be professionally produced and must match the property's décor.

D. No Diving Boards or Other Additions

Swimming pool diving boards, diving platforms, slides and trampolines are prohibited.

E. Chlorine/Bromine Content and pH

1. The minimum chlorine or bromine content of the swimming pool and whirlpool water must be 1:3 parts per million. The pH of the swimming pool and whirlpool water must be between 7.2 and 7.8 unless otherwise specified by local or state health department regulations.
2. Documentation must be maintained at the property noting the results of daily pH and chlorine/bromine levels testing.

F. Clear Water

The water in the swimming pool and whirlpool must appear clear whenever those facilities are available for guest use.

G. Covers

Swimming pools and whirlpools that are closed for seasonal reasons must be covered by a professionally fitted swimming pool cover. Any swimming pool not covered must be considered open and must be maintained as open and available for guest use.

H. Locked Gate

1. The gate must be self closing and latching.
2. A padlock must be placed on exterior swimming pool entrance gates when the swimming pool is closed.

I. Lighting

Swimming pool lighting must be lit from dusk to dawn.

1303.04 Furnishings/Equipment

Refer to [Design and Construction Section 2508.03.S](#) for requirements.

1303.05 Towels

Clean towels must be provided during hours of operation.

A. Availability

Swimming pool towels must available at all times in the pool area.

B. Towel Bin

A decorative towel bin must be provided for dirty towels and emptied periodically.

Fitness by Precor® USA

1304.00 Fitness Center

1304.01 General Rules

A. Requirements

All new construction must meet all design and equipment specifications upon opening. Existing properties must comply with the Precor® equipment and updated Furniture, Fixtures and Equipment standards by 6/30/2011.

All properties must follow these guidelines:

1. Have a fitness center for registered guests seven days a week.
2. Usage of the facility must be complimentary and is for the exclusive use of property guests and “memberships” to non-property guests may not be issued.
3. Easy-to-understand instructions and safety and emergency information for use of fitness center equipment must be clearly visible.
4. All fitness center equipment must be maintained, clean and in good working order at all times.
5. Full Service Spas are prohibited.
6. All fitness centers must achieve certification with compliance of equipment and Furniture, Fixtures and Equipment specifications. Certificate must be kept on file for review by Quality Assurance.
7. This line item intentionally left blank.

1304.02 Hours of Operation

At a minimum, the fitness center must be available for daily use to registered guests from 5:00 a.m. to 10:00 p.m. Hours of operations must be posted at the entrance.

1304.03 Signage

A. Professional Signage

Professionally prepared signs that match the rest of the interior sign package must be posted, including the following:

1. A sign outlining applicable health and safety information for use of the fitness center.
2. A co-branded, Precor®/Hilton Garden Inn sign must be posted inside a certified/complete fitness center.
3. Directions to fitness center must be clearly marked from elevator on the guest floor where the fitness center is located.
4. Complimentary availability of the Stay Fit Kit must be communicated by the property via marketing collateral at the front desk, fitness center and included in elevator poster rotation.

[Fitness by Precor® USA](#)

1304.04 Safety and Security

The fitness center entrance door must be key card locked with the deadbolt feature disabled.

1304.05 Furnishings/Equipment

A. Existing Properties Prior to Equipment, Updated Furniture and Fixture Conversion

1. Pre-renovation Requirements

Until the time of transition to the Precor® equipment and décor, existing properties must provide a fitness center that includes the following:

- a. Single or dual strength machine
- b. Treadmill
- c. One additional piece of cardio equipment
- d. One abdominal bench
- e. A 25" color television with remote control. The remote control must be accessible to guests at all times. Properties must comply with [Television Standard 1706.01](#) by June 30, 2011, or upon renovation, whichever comes first.
- f. Twelve inch clock with second hand clearly visible from aerobic equipment

1304.05 *continued***B. Furniture, Fixtures and Equipment Requirements**

All existing properties must update their fitness equipment to the Precor® package when condition warrants or by June 30, 2011, whichever comes first.

1. Precor® Fitness Equipment

a. The fitness center must contain the following pre-selected equipment:

1304.05.B.1.a Fitness by Precor® USA Equipment and Accessories Requirements						
Scope	Existing Facilities			New Builds, Conversions, PIPS		
Key Count				0 - 175	176 - 299	300 +
Facility Size (Square Feet)	200 +	300 +	400 +	500 +	750 +	1000 +
Facility Size (Square Meters)	18 +	27 +	37 +	46 +	65 +	92 +
Cardio Equipment						
Treadmill - Precor	2	2	2	2	3	4
Elliptical Fitness Crosstrainer - Precor	1	1	1	2	3	4
Cycle, Recumbent - Precor			1	1	1	2
Personal Viewing Screens (PVS) on Cardio Equipment						
Required	Y	Y	Y			
Recommended				Y	Y	Y
Strength Equipment						
812 - Precor Dumbbell Rack - 10 Pair	*	1	1	1	1	1
Dumbbells - 10 Pair (5 to 50 lb. Pairs)	*	1	1	1	1	1
119 - Precor Superbench	*	1	1	1	2	2

*Optional where indicated.

Fitness by Precor® USA

1304.05.B.1.a Fitness by Precor® USA Equipment and Accessories Requirements						
Scope	Existing Facilities			New Builds, Conversions, PIPS		
Key Count				0 - 175	176 - 299	300 +
Facility Size (Square Feet)	200 +	300 +	400 +	500 +	750 +	1000 +
Facility Size (Square Meters)	18 +	27 +	37 +	46 +	65 +	92 +
Strength Equipment (continued)						
C240i - Precor Stretch Trainer			1	1	1	1
FTS - Functional Training Workstation w/Shrouds, 150 lbs.			1			1
AB1008 - Abench Classic Titanium Frame w/Black Upholstery						1
Core & Balance Kits						
Exercise Mat Set	1	1	1	1	1	1
Stability Ball & Holder Set	1	1	1	1	1	1
Medicine Balls & Rack Set	1	1	1	1	1	1
Pump	1	1	1	1	1	1
FTS Accessory Rack & Set - 1 each: Rotating Lat Pull-Down Bar, rotating Easy Curl Bar, Press-Down Bar, Low Pulley Bar, Tricep Rope					1	1

*Optional where indicated.

Fitness by Precor® USA

1304.05.B.1.a Fitness by Precor® USA Equipment and Accessories Requirements						
Scope	Existing Facilities			New Builds, Conversions, PIPS		
Key Count				0 - 175	176 - 299	300 +
Facility Size (Square Feet)	200 +	300 +	400 +	500 +	750 +	1000 +
Facility Size (Square Meters)	18 +	27 +	37 +	46 +	65 +	92 +
Flooring						
ECOsurfaces ECOMax clad Rubber Tiles (24" x 24" x 1")	Recommended					
ECOsurfaces Ecostone interlocking Rubber Tiles (6mm x 36" x 36")	Mimimum Standard					
Entryway - Expona Wood Vinyl	Minimum Standard					
Mirror Frames						
Existing Mirror - Orion or Equivalent	Mirror Wall Retro Framing Kit					
New Mirrors - Orion Flush Mount Framing Kit	Flush mount Framing Kit					
Towel Stations						
Orion Towel Station (Storage and Receptacle, 30" or equivalent)	1	1	1	1		
Orion Towel Station (Storage and Peceptable, 40" or equivalent)					1	1
Towels (available through Guest Supply)	Fitness towel, white w/blue center stripe (16" x 17") OR Pool Towel, Pastel Jade (24" x 48")					

*Optional where indicated.

Fitness by Precor® USA

1304.05.B.1.a Fitness by Precor® USA Equipment and Accessories Requirements						
Scope	Existing Facilities			New Builds, Conversions, PIPS		
Key Count				0 - 175	176 - 299	300 +
Facility Size (Square Feet)	200 +	300 +	400 +	500 +	750 +	1000 +
Facility Size (Square Meters)	18 +	27 +	37 +	46 +	65 +	92 +
Flat Panel LCD TVs (Ceiling or wall-mounted, 26" x 32")						
Facilities WITH PVS Cardio Equipment	1	1	1	1	1	1
Facilities WITHOUT PVS Cardio Equipment	1	1	1	2	2	2
Accessories*						
Water Cooler - Pacifik by Aquavere - 5 Gallon	1	1	1	1	1	1
Gym Wipes - Dispenser/Receptacle (Brushed steel) and Product	1	1	1	1	1	1
Signage						
Glass Door with Logo	Optional					
Orion Acrylic or Wood Stain Logo Sign	Optional					

*Optional where indicated.

Fitness by Precor® USA

1304.05.B.1 *continued*

b. Televisions

A commercial LCD television with remote control is required and must be easily viewable from all equipment locations. The power and cable outlets and cords must be concealed from view behind the television.

- 1) The fitness room television must meet the following specifications:
 - a) Minimum 32" widescreen (16:9) LCD screen (Maximum size 42"), MPEG4. Fitness rooms greater than 350 sq. ft. must install two televisions.
 - b) High definition display capable of receiving 1080i signal (60Hz)
 - c) ATSC digital tuner built-in
- 2) Television must be set with closed caption as default.
- 3) Remote control must be accessible to guests at all times.
- 4) Television must be wall or ceiling mounted. In cases where the exercise room shares a wall with a guest room, the ceiling mounted option must be used.

c. Headsets must be available for cardio equipment with PVS (Personal Viewing Systems) attached. The headsets may be managed by one of the following methods:

- 1) Leave one set of headsets per PVS in the fitness center. Replacement ear pads must also be left in the fitness center in a silver wire mesh basket stored on the towel station.
- 2) Headsets may be made available at the front desk. Professional signage must be posted indicating where to get the earpieces. The front desk must provide fresh ear pads.

2. Furniture, Fixtures and Equipment for Precor® Package

See the [Design and Construction Section 2508.00](#) and the Hilton Fitness by Precor®, located on OnQ Insider.

- a. The design package must be from one of the pre-approved schemes which includes:
 - 1) Wall vinyl selection and accent wall colors
 - 2) Trim paint colors
 - 3) Flooring and wall base
 - 4) Mirrors and/or existing mirror trim
 - 5) Cable management system, as needed
 - 6) Window treatment must be wood blinds
 - 7) Additional artwork is prohibited

[Fitness by Precor® USA](#)

- b. The room must have a wall-mounted house telephone that rings to the front desk.
- c. Wall-mounted clock. The clock must be between 10" and 20" in diameter.
- d. Decorative towel station furnishing (Orion) – Three wall-mounted robe hooks (Orion) near towel station
- e. Water cooler or fountain
- f. Bacterial wipes/dispenser

1304.06 Amenities

A. Fitness Center Towels

An adequate supply of towels must be provided in the Brand-approved towel display and replenished as needed.

B. Other Amenities

The property must provide one Stay Fit Kit per 25 rooms (maximum 10 kits required) and usage must be complimentary to all guests for a period of 24 hours. The property must purchase the required Gaiam kits through HSM.

1305.00 Activities

1305.01 This standard intentionally left blank.

1305.02 This standard intentionally left blank.

1305.03 This standard intentionally left blank.

1305.04 This standard intentionally left blank.

1306.00 Whirlpool Experience

See [Section 1303.00](#) above for details.

1307.00 This standard intentionally left blank.

[Fitness by Precor® USA](#)

[Order Forms](#)

[Stay Fit Kit Sample Forms](#)

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1401.00 This standard intentionally left blank.

1402.00 This standard intentionally left blank.

1403.00 Pavilion Pantry®

1403.01 General Rules

The property must have a small market area known as the Pavilion Pantry® located within the Pavilion area that complies with the specifications of the Design and Construction Standards (see [Section 2506.01](#)) as well as the attributes, amenities or product requirements as specified in this Section 1403.04 and the *Eat Well Pavilion Pantry® Manual*.

A. Purchases

1. Items from the Pavilion Pantry® must be purchased by guests at the front desk.
2. Guests must be able to charge these items to their folio.
3. Standard retail pricing must be used on these items. Pricing on food and beverage items must be competitive with local convenience store pricing in the property's market.

1403.02 Hours of Operation

The Pavilion Pantry® must be available to all guests 24 hours a day.

1403.03 Signage

The property must follow the standards referenced in the *Pavilion Pantry® Manual* for installation and set-up.

A. This line item intentionally left blank.

1403.04 Setting Up/Merchandising

The Pavilion Pantry® must provide:

A. Set-up

Displays must be pleasing to the eye. Items must not be displayed in the cardboard boxes in which they are shipped.

B. Merchandise

See the *Eat Well Pavilion Pantry® Manual* located on OnQ Insider for required products. Salt and pepper, silverware and napkins must be available at the front desk when a guest purchases food from the Pavilion Pantry® that will be eaten in the room.

[Eat Well Pavilion®
Pantry Manual](#)

[Pavilion Pantry® Resources](#)



1404.00 Gift Shop

Full service gift shops are not allowed in properties.

1405.00 This standard intentionally left blank.

1406.00 Third-Party Concessionaires

1406.01 Approved Activities

Concessionaires may only be used by the property for activities that are approved by the Brand, including and not limited to design, quality and placement of Furniture, Fixtures and Equipment and signage.

1406.02 Qualifications

Concessionaires must be qualified and reputable in their field.

1406.03 Operating Agreements

Concessionaires must be operated under the terms of a signed agreement between the Concessionaire and the property.

1406.04 No Use of Trademarks

Concessionaires are prohibited from using any of the trademarks for any purpose.

1406.05 Guest Billing

The billing of charges for hazardous activities, including waterborne and airborne crafts, third-party fitness facilities, water sports, third-party spas, diving and scuba diving activities or the operation of watercraft or aircraft (including hot air balloons) to a guest's account is prohibited. The Brand prohibits allowing payment for any goods or services of a concessionaire to be billed to a guest's room account. The only exceptions are restaurant charges.

[Pavilion Pantry® Resources](#)

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1501.00 This standard intentionally left blank.

1502.00 Insurance

Franchisee must meet the insurance requirements specified in the Franchise Agreement or this Manual, unless specifically indicated to the contrary. Insurance requirements are split into two areas: those required during construction or significant renovation, and those required during operation.

1502.01 Insurance Required During Construction

A. General Provisions

If the property is under construction or undergoing major renovations or remodeling, the following insurance requirements apply. This insurance must be effective prior to the start of construction or renovation/remodeling.

B. General Contractor Insurance

Any and all contractors and subcontractors (collectively, “Contractors”) performing work on or about the property must be contractually assigned responsibility for job site safety and for all claims for injury or damage arising out of Contractors’ operations to the greatest extent permitted by law. Franchisee must provide or negotiate requirements for sufficient insurance on the part of the general contractor, which at a minimum must include:

1. Occupational Injury Insurance

Occupational injury insurance as required by law or custom, including statutory Workers’ Compensation insurance and Employers’ Liability, wherever applicable, in an amount not less than \$1,000,000 each accident, \$1,000,000 Disease – Policy Limit, and \$1,000,000 Disease – Each Employee ([1502.02.D](#) for additional clarification).

2. Commercial General or Public Liability Insurance (CGL)

Coverage limits in the minimum amount of \$15,000,000 per occurrence. If the CGL policy contains a general aggregate limit, it must apply separately to the property project. Coverage must include products-completed operations, personal and advertising injury, protective liability, independent contractors, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract) on an occurrence basis. This insurance may not have any restrictions, modifications or exclusions for explosion, collapse, underground property damage, earth movement or damage to work performed by a subcontractor. Contractor must carry completed operations insurance for a period of not less than five years after the completion of the project. This requirement may be reviewed and modified in recognition of the local insurance marketplace.



1502.01.B *continued***3. Automobile/Motor Liability Insurance**

Coverage limits in the minimum amount of \$2,000,000 each accident combined single limit for any automobile (including, but not limited to, owned, scheduled, hired and non-owned vehicles).

4. Excess and Umbrella

Contractors' insurance requirements may be satisfied with a combination of primary, umbrella and/or excess policies.

5. Builder's Risk

Franchisee must purchase or cause to be purchased Builder's Risk insurance covering the entire work at the jobsite. This insurance must be on a 100 percent completed value (replacement cost) form. For renovation projects, the 100 percent completed value may be achieved through a combination of Property and/or Builder's Risk insurance. This insurance must include the perils covered under a special causes of loss ("all-risks") form and include the following:

- a. Cold testing, windstorm, and collapse, including collapse resulting from design error.
- b. This insurance must apply to property intended for incorporation into the work for the entire duration of the contract including: property in the course of construction, reconstruction, or repair; property while in transport to the site; property stored at the site or off premises; scaffolding, staging, shoring, formwork, fences, false work, and temporary buildings and any similar items commonly referred to as construction equipment located at the site; furniture, fixtures, and other personal property typical to a property located on premises or in storage or at any other temporary location.
- c. The policy must cover the cost of removing debris, including demolition as may be made legally necessary by the operation of any applicable law, ordinance or regulation.
- d. Permission to occupy or a partial occupancy clause or definition must be included and allow occupancy without qualification.
- e. This insurance must include Business Interruption coverage including the Brand's interest for full recovery of net profits and continuing expenses of the property projected for 12 months following a covered loss (including Rental Value and payments which would have been owed the Brand in the absence of a loss). Such limit must be sufficient to avoid a coinsurance penalty.
- f. This insurance must be maintained in effect until the earliest of either the date on which all persons and organizations who are insured under the policy agree that it may be terminated or as provided for in the contract documents.

1502.01.B *continued*

- g. This insurance must name all Franchisees of the premises, agents of the Franchisee, and Contractors of any tier as insureds. The policy must include a waiver of subrogation which states that all Franchisees and Contractors waive their rights of subrogation against one another with respect to losses covered by this policy.

6. Flood Insurance

Flood Insurance with a limit as close to the amount of the Builder's Risk as is available at commercially reasonable prices must be obtained. Coverage must include business interruption. This requirement is subject to review and modification in recognition of changes in the insurance marketplace.

If the property is designated as a USA property, this requirement only applies if the location is in the special flood hazard areas of Zones A (A, A1-A30, AE, AH, AO, A99, AR and any combination of zones such as AR/AE, AR/AH, AR, AO, etc.) and Zones V (V30, VE, and VO). Franchisee should contact FEMA map service at 1-877-336-2627 or visit the following Web sites to determine the property's zone:

<http://www.msc.fema.gov/>

<http://www.floodsmart.gov/floodsmart/pages/faqs.jsp>

Information may also be obtained through the property's local community planning board or building permit department.

7. Earthquake Insurance

Earthquake Insurance with a limit of not less 75 percent of the project's hard cost value or the probable maximum loss (PML) if available. Coverage must include business interruption. If the property is designated as a USA property, this requirement only applies if the location is in a zone with a hazard rating of 48 or higher according to the US Geological Survey Shaking Hazard maps.

For locations in zones 32-48 earthquake insurance with a limit of not less than 50 percent of the project's hard cost value is required or the probable maximum loss (PML) if available.

Visit <http://pubs.usgs.gov/fs/2008/3018/> to determine the property's zone. Additional consultation with your insurance broker is recommended.

The earthquake insurance requirements in this section (7) are subject to review and modification based on conditions in the insurance market and reasonableness of premium.

8. Pollution Insurance

If a pollution exposure exists during renovation or construction, Franchisee must require Contractor's Pollution Legal Liability in an amount not less than \$1,000,000 per occurrence. If the contractor's pollution legal liability coverage is written on a claims-made policy form, the retroactive date of the policy must be shown on the certificate of insurance and must be on or before the date

[FEMA Map Service Center](#)

[Flood Smart](#)

[U.S. Geological Survey –
U.S. National Seismic
Hazard Maps](#)

1502.01 *continued*

of the commencement of services by Contractor. Insurance must be maintained and evidence of insurance must be provided for at least three years after completion of the work. If the coverage is canceled or not renewed, and it is not replaced with another policy with a retroactive date that precedes the date of Contractor's agreement, the Contractor must provide extended reporting coverage for a minimum of three years after completion of the work on the former policy.

C. Professional Errors and Omissions Insurance

The Architect and all design professionals must carry professional errors and omissions insurance with limits commensurate with the risks. Such policy shall cover claims arising out of negligent errors or omissions during the performance of professional services and include coverage for attorney fees. The retroactive date of the policy must be shown on the certificate of insurance and must be before the date of the agreement. If the coverage is canceled or not renewed and it is not replaced with another policy with a retroactive date that precedes the date of this agreement, all professionals must provide extended reporting coverage for a minimum of two years after completion of the agreement or the work on the former policy. All professionals shall keep such insurance in force during the course of this Agreement and for a period of not less than two years after the date of Substantial Completion of the Work in accordance with the terms of Construction Contract.

D. Miscellaneous

1. Franchisee must indemnify and hold Hilton Worldwide, its owners, subsidiaries and affiliates now or hereafter existing, harmless from any and all damages or claims arising out of the failure of any Contractor, supplier or vendor doing business with the property to maintain adequate insurance. Contractors must not be allowed on the site or within the premises until the stated insurance requirements are evidenced.
2. Contractor's insurance, with the exception of Workers' Compensation, must name Franchisee, Hilton Worldwide and each of their owners, subsidiaries and affiliates (including their respective directors, officers and employees), now or hereafter existing as additional insureds on terms no less broad than forms ISO CG 20 10 11 85 or a combination of ISO forms CG 20 10 10 01 and CG 20 37 10 04 (or a substitute form providing equivalent coverage), and copies of these endorsements or their equivalent must be provided to Franchisee and the Brand.
3. Franchisee, at its option, may purchase an "Franchisee controlled insurance program" or "wrap up" insurance program to comply with the coverage requirements in this Section 1502.01.

1502.02 Insurance Required of Franchisees while in Operation

A. Effective Date and General Coverage

All policies must be effective at the commencement of any operations related to the property including pre-opening activities. With the exception of Commercial General (Public), Property Owner's, Automobile/Motor Liability and Occupational Injury requirements as specified below, the insurance required of Franchisee below in this Section 1502.02 applies to all properties worldwide.

B. Commercial General (Public) Liability Insurance (CGL) – USA Properties

Franchisee must purchase Commercial General (Public) Liability insurance on an occurrence form including defense costs arising out of or connected with property's operations. Coverage limits must be at least \$15,000,000 per occurrence, and may be satisfied with a combination of primary, umbrella, and/or excess insurance policies. The CGL insurance must include coverage for the following risks:

1. Damage to property of others and bodily injury including sickness, disease and death
2. Personal and advertising injury covering liability for false arrest, libel, slander, defamation, false imprisonment, unlawful detention, wrongful or malicious prosecution or invasion of privacy
3. Innkeeper's Liability insuring loss or damage to guests' property (up to statutory requirements), that can be satisfied by any combination of CGL or Crime coverage
4. Liquor Liability insuring Franchisee's liability arising out of the sale or serving of alcoholic beverages, if the property serves or sells beer, wine or spirits
5. Contractual Liability insuring liability arising out of oral, written or incidental agreements, including, but not limited to, hold harmless agreements and the Indemnity Paragraph of the Agreement
6. Independent Contractors insuring liability Franchisee may incur arising out of operations performed for Franchisee by persons other than Franchisee's own employees
7. Premises/Operation insuring liability arising out of work performed on premises
8. Products and Completed Operations
9. Worldwide jurisdiction covering lawsuits brought anywhere in the world from occurrences arising out of the property or the operations connected with the property (per form ISO CG2422 10 01 or equivalent)
10. Aggregate limits, if any, must be aggregated on no less than a "per location" basis for the underlying general liability as well as the umbrella/excess coverage (per form CG 2504 or equivalent).

1502.02 *continued*

11. Named perils pollution including coverage for liability arising out of heat, smoke or fumes from a hostile fire, or smoke, fumes, vapor or soot produced by or originating from equipment that is used to heat, cool or dehumidify the building, or equipment that is used to heat water (per form CG 2165 or equivalent)

C. Automobile/Motor Liability – Worldwide Properties

Franchisee must procure and maintain Commercial Automobile/Motor Liability insurance with coverage limits of at least \$15,000,000 each accident/combined single limit, which may be satisfied with a combination of primary, umbrella, and/or excess insurance policies. Coverage must include:

1. Coverage for any automobile including, but not limited to, all owned, non-owned, leased, and hired automobiles used in the operation of the property.
2. Garage-Keeper's Liability, if the property's operations include parking operations, with a limit adequate to cover the full actual value of all automobiles that are in Franchisee's care, custody, and control at any one time.

D. Occupational Injury Insurance

Occupation Injury Insurance, as required by law or custom, including Workers' Compensation insurance wherever applicable. Occupational Injury Insurance must be in force prior to the hiring of any employees. Employers' Liability coverage must also be obtained in the minimum amounts of \$1,000,000 each accident, \$1,000,000 Disease – Policy Limit, and \$1,000,000 Disease – Each Employee, or such amounts as are required by law or custom. The Employers' Liability limits can be satisfied by any combination of Workers' Compensation, Employers' Liability, and/or Excess/Umbrella policies. However, the certificate of insurance must clearly indicate that Excess/Umbrella liability insurance affords coverage for Employers Liability.

If the property is designated as a USA property, and Workers' Compensation Insurance is required by law, such coverage must be extended to cover "All States", Voluntary Workers' Compensation, and Longshoreman's and Harbor-worker's Act on an "if any" basis, unless the property is insured under a state operated fund.

If the property is designated as a USA property, participation in a U.S. state's insurance fund shall satisfy the requirements hereunder. If the property self-insures Workers' Compensation, a copy of the license granting authority to self-insure must be furnished to the Brand. If the property participates in a state fund or self-insures for Workers' Compensation, stopgap coverage or an endorsement to the commercial general liability policy is required in an amount not less than \$1,000,000 per claim. For the USA State of Texas, employers that opt out of Workers' Compensation as a "Non-Subscriber" must submit copies of the *Employer Notice of No Coverage or Termination of Coverage* (TWCC Form-5) and an ERISA-compliant occupational injury benefit plan (covering substantially the same work-related injuries as Workers' Compensation) to the Brand for its review and approval. Nonsubscribers must carry Employers' Liability insurance with limits of no less than \$5,000,000.

1502.02 *continued***E. Commercial Property Insurance**

Franchisee must procure and maintain Property Damage and Business Interruption insurance on a special causes of loss policy form (“all-risks”), covering 100 percent of the insurable replacement value of the building and its contents, and for full recovery of the net profits and continuing expenses of the property (including rental value) for a 12 month period. Such limit must be sufficient to avoid a co-insurance penalty, if applicable. Continuing expenses must specifically include royalty/license fees and other fees payable to the Brand, its subsidiaries and affiliates. The policy must include coverage for the peril of windstorm and for ordinance and law. Hilton Worldwide and its owners, subsidiaries and affiliates now or hereafter existing must be included as an additional insured under the Commercial Property and Business Interruption insurance.

F. Flood Insurance

Flood Insurance with a limit as close to the full replacement cost of the building as is available at commercially reasonable prices. Coverage must include business interruption. This requirement is subject to modification based on conditions in the local insurance market and reasonableness of premium.

If the property is designated as a USA property, this requirement shall only apply if the location is in the special flood hazard areas of Zones A (A, A1-A30, AE, AH, AO, A99, AR and any combination of Zones such as AR/AE, AR/AH, AR/AO, etc) and Zones V (V30, VE and VO). Franchisee should contact the FEMA map service at 877-336-2627 or visit the following Web sites to determine the property’s zone:

<http://www.msc.fema.gov/>

<http://www.floodsmart.gov/floodsmart/pages/faqs.jsp>

Information may also be obtained through the property’s local community planning board or building permit department.

G. Earthquake Insurance

Earthquake coverage with a limit not less than 75 percent of the replacement cost of the property must be provided or the probable maximum loss (PML) if available. Coverage must include business interruption. If the property is designated as a USA property, this requirement shall only apply if the location is in a zone with a hazard rating of 48 or higher according to the US Geological Survey Shaking Hazard maps.

For locations in zones 32-48 earthquake coverage with a limit not less than 50 percent of the replacement cost of the property must be obtained or the probable maximum loss (PML) if available.

Visit <http://pubs.usgs.gov/fs/2008/3018/> to determine the property’s zone. Additional consultation with your insurance broker is recommended.

The earthquake insurance requirements in this section (G) are subject to review and modification based on conditions in the local insurance market and reasonableness of premium.

[FEMA Map Service Center](#)

[Flood Smart](#)

[U.S. Geological Survey –
U.S. National Seismic
Hazard Maps](#)

1502.02 *continued***H. Boiler and Machinery/Equipment Breakdown Insurance**

Broad-form Boiler and Machinery insurance, including business interruption coverage, against loss from accidental damage to, or from the explosion of, boilers, air conditioning systems, including refrigeration and heating apparatus, pressure vessels and pressure pipes in an amount equal to 100 percent of the actual replacement value of such items (without taking into account any depreciation) plus full recovery of the net profits and continuing expenses of the property. Continuing expenses must specifically include royalty/license fees and other fees payable to the Brand.

I. Crime Insurance

Crime insurance with the following coverages and limits of insurance (per occurrence):

1. Employee Dishonesty \$ 250,000
2. Forgery and Alteration \$ 50,000
 - a. Money and Securities (Inside) \$ 50,000
 - b. Money and Securities (Outside) \$ 50,000
 - c. Robbery and Safe Burglary of Property
other than money and securities \$ 50,000
 - d. Computer Fraud \$ 50,000
 - e. Counterfeit Paper Currency \$ 50,000

J. Terrorism

Terrorism coverage shall be obtained and maintained for both first-party damage and third-party liability either stand-alone, through a government operated or mandated pool, or as part of the General/Third Party Public Liability coverage and the Property Damage/Business Interruption coverage. This requirement is subject to modification based on conditions in the local insurance market and reasonableness of premium.

K. Watercraft

Watercraft liability coverage to the extent that property operations include watercraft activities. Please contact Hilton Worldwide Risk Management for requirements on limits of liability.

L. Aircraft Liability

Refer questions concerning insurance limits to Hilton Worldwide Risk Management if applicable.

M. Named Additional or Co-Insured

All policies, with the exception of Workers' Compensation, procured and maintained by Franchisee (including under the Commercial Property and Business Interruption insurance for Hilton's interests, e.g. license fees) must name Hilton Worldwide and its franchisees, subsidiaries and affiliates now or hereafter existing as an additional or co-insured. All policies must contain cross-liability coverage and a waiver of the right of subrogation in favor of the Brand.

1502.03 Adequacy of Insurance

A. No Representation by the Brand

The Brand makes no representation, implied or express, that the foregoing insurance requirements are adequate to protect Franchisee.

B. Minimum Requirements

The insurance coverage requirements contained in this Manual are only minimum requirements. These requirements do not relieve Franchisee from responsibility for any loss or claim for damages arising out of the Franchise Agreement. Franchisee must indemnify the Brand for any claim for damages due to failure of Franchisee or any Contractor, supplier, or vendor doing business with Franchisee to maintain adequate insurance.

C. Submission to Agent

To ensure compliance, the Brand strongly recommends that Franchisee reproduce all insurance sections in this Manual in full and submit it to an agent or broker experienced in writing insurance for hotels.

D. Reimbursement for Brand Coverage

If Franchisee does not obtain or maintain the required insurance or policy limits, the Brand can (but is not obligated to) obtain and maintain the insurance or such portion of the insurance ("Difference in Limits"/"Difference in Conditions") needed to bring Franchisee's insurance in line with the requirements herein for Franchisee without first giving Franchisee notice. If the Brand does so, then Franchisee must immediately pay the Brand upon request the premiums and costs incurred by the Brand.

Resources/References:

OnQ Insider: <https://onqinsider.hilton.com/Insider/CMS/Default.aspx?channel=/Departments/RiskMgmt/RiskMgmtAndFinance/FranchiseInsurance/default.htm>

1502.04 General Insurance Requirements

A. Named Insureds

Except where noted all policies must name the Franchisee as named insured and, with the exception of Workers' Compensation, must name Hilton Worldwide and its owners, subsidiaries and affiliates now or hereafter existing as additional insureds, including their employees, officers and directors. For Commercial General/Public Liability, additional insured endorsement form ISO CG 20 10 11 85 or equivalent for construction and renovation, and form ISO CG 2029 11 85, ISO CG 20 10 11 85 or equivalent during operations must be used to satisfy this requirement. Such forms may be requested from Hilton Worldwide's Risk Management Department or obtained from OnQ Insider. All liability policies must contain cross liability coverage. All policies, with the exception of Workers' Compensation, procured and maintained by Franchisee (including under

[Franchise Insurance](#)

[Risk Management
Department](#)

1502.04 *continued*

the Commercial Property and Business Interruption insurance for Hilton Worldwide's interests, e.g., license fees) must name Hilton Worldwide and its owners, subsidiaries and affiliates now or hereafter existing as an additional or co-insureds.

B. Acceptable Insurance Providers

All required insurance must be purchased from insurance companies with a financial rating acceptable to the Brand, which shall be no less than A-VII if rated by A.M. Best.

C. Cross Liability

All policies procured and maintained by Franchisee must provide for cross-liability where applicable, be clearly written and/or endorsed to apply as primary insurance with no recourse to or contribution from any other similar insurance, if any, which may be carried by Hilton Worldwide and its owners, subsidiaries and affiliates now or hereafter existing, and shall further waive rights of subrogation against or from Hilton Worldwide and its owners, subsidiaries and affiliates now or hereafter existing. Evidence of compliance must be supplied to the Brand.

D. Advance Notice of Cancellation

Advance notice of cancellation, termination or modification of any policy must be given in writing no less than 30 days prior.

E. Provision of Information to the Brand

Franchisee must ensure the Brand receives each of the following no less frequently than annually, and at other times as specified:

1. Certificates or other evidence of insurance, including endorsements required herein or necessary to substantiate compliance, acceptable to Hilton Worldwide evidencing compliance with the requirements in this Manual. Such evidence must specifically identify the insured property or properties by name and address. If a certificate states that the Insurer will "endeavor to," these words must be stricken from the certificate.
2. A hand-signed letter written in or translated to English from the insurance agent or broker who placed the required insurance affirming that he or she has read and understood the insurance requirements contained in this Manual, and shall further specify whether or not such insurance complies with the insurance requirements set forth in this Manual.
3. A hand-signed checklist from the insurance agent or broker indicating whether or not such insurance complies with each of the specific requirements set forth in this Manual.
4. For samples of these letters and checklists, as well as sample certificates and evidence of property insurance, please refer to:

<https://onqinsider.hilton.com/Insider/CMS/Default.aspx?channel=/Departments/RiskMgmt/RiskMgmtAndFinance/FranchiseInsurance/default.htm> or request a copy from Hilton Worldwide Risk Management at Risk.Management@hilton.com.

[Franchise Insurance](#)
([sample letters](#), [checklists](#),
[certificates and evidence of](#)
[property insurance](#))

1502.04 *continued*

5. For notice purposes the certificate holder is “Hilton Worldwide, Inc., Attention: Risk Management, 7930 Jones Branch Drive, Suite 774, McLean, VA 22102.” Phone 703-883-5435.

6. For USA Hotels:

All evidence of insurance required herein including certificates, endorsements, cover letters, and checklists must be uploaded to the following web address <https://www.trackcertsnow.com/tcn/faxUpload/faxUpload.jsp>. To use this Web site, enter the fax number 866-305-2520 when prompted, select “Browse” to locate your PDF file, and click upload. Alternatively, such evidence can be e-mailed to HiltonCertificates@ConfirmNet.com or faxed to 866-305-2520.

F. No Waiver of Franchisee’s Obligation

Neither failure of the Brand or its designees to demand evidence of compliance with the insurance requirements in this Manual, nor failure of the Brand or its designees to identify a deficiency from evidence that is provided, shall be construed as a waiver of Franchisee’s obligation to maintain such insurance.

G. Brand Request for Additional Copies

At the request of the Brand, its designees, any party required to be named as an additional insured hereunder, or by lawful agents or attorneys thereto, Franchisee must deliver to same a copy of each policy, bearing certification of the insurance company underwriter(s), that the policy is a complete copy inclusive of all endorsements.

H. Brand Changes to Minimum Requirements

The Brand may increase or decrease the minimum amount of insurance, require additional or different types of insurance, or otherwise change the requirements to make them comparable to the amount and kinds of insurance carried by other properties or hotels, taking into account the size and location of the property and changing circumstances in the law and insurance marketplace.

I. Deductibles

Any deductibles or self-insured retentions above \$50,000 or five percent of the replacement cost of the property must be declared to and approved by Hilton Worldwide’s Risk Management Department, at “Hilton Worldwide, attention: Risk Management, 7930 Jones Branch Drive, Suite 774, McLean, VA 22102; e-mail: Risk.Management@hilton.com, phone 703-883-5435, fax 703-883-6184.

J. Documents in English; Currency in U.S. Dollars

All documents evidencing compliance must be provided in English with currency indicated in U.S. dollars. Limits required in this standard may be satisfied in the local currency equivalent at the time the policy is purchased.

K. Other Statutory Requirements

Franchisee must obtain and maintain any other insurance required by local or national statute or law.

[Trackcerts Now – Public](#)
[Fax Certificate Upload](#)

1503.00 Safety

A. Life Safety Program

1. The Brand expects the Franchisee to treat the safety and security of customers and guests at the property with the highest regard. As a reminder, the Brand Standards below, as well as any other Brand Standards in this manual related to the safety and security, health or wellness of guests or other visitors to the property, are only minimum standards. Franchisees must carefully examine these Brand Standards and take such additional precautions and implement such additional procedures as the Franchisee deems necessary to protect the safety, health and wellness of the guests and other visitors to the property.
2. The property must conduct a self-audit on safety and security issues biannually. Records of this audit must be kept on file for review by Hilton Worldwide quality assurance auditors for a period of no less than three years.
3. Portable fire extinguishing equipment must be located throughout the property as specified in the Design and Construction Standards Manual (see [Section 2516.03.F](#)) and/or in accordance with all local laws, whichever are more stringent.
4. All portable fire extinguishing equipment must be tested and checked according to a scheduled plan and applicable law, and documented accordingly.
5. Fire prevention and fire alarm procedures must be kept by the property in written form and must be communicated to all employees as designated in the Fire Safety Systems section of this manual (see [Section 1503.04](#)) and the Design and Construction Standards Manual (see [Section 2516.04](#)).
6. The property must comply with all applicable laws concerning life safety issues.

1503.01 Building Codes/Government Regulation

Refer to [Design and Construction, Section 2500 – Codes](#), for details.

1503.02 Emergency Plan

Each property must have an emergency plan that meets or exceeds the requirements of local and state codes and is designed to fit the individual needs of the hotel. As a recommendation it should include, at a minimum: fire, evacuation procedures, power failure, medical assistance, armed robbery, bomb threat, civil unrest, elevator malfunction, weather and all other perils pertinent to the property's geographic location, serious illness, choking, death and drowning.

NOTE: CPR certification is recommended for at least one team member per shift on duty at all times.

Refer to [Training, Section 405.00](#), for details.

1503.03 Emergency Lighting

Refer to [Design and Construction, Section 2516.06.A](#), for details.

[Emergency Planning](#)

1503.04 Fire Safety Systems

A. Fire Safety System Requirements

Minimum standards for fire safety systems are detailed below. These minimum standards do not supersede more stringent state and local requirements.

1. Each elevator must be equipped with automatic recall and fire department operational features.
2. Special fire extinguishing systems, smoke detection and alarm systems must be installed in the property as outlined in the Fire Safety Systems section of this manual and the Design and Construction Standards Manual (see [Section 2516.04](#)).
3. All areas of the property must be equipped with a fire alarm system and automatic fire sprinkler system, which are zoned by floors.

B. Fire Alarm System

1. The fire alarm system must be comprised of Underwriters Laboratory approved equipment and devices. The installation, location and spacing of such equipment and devices must be in accordance with the latest edition of NFPA 72, or as otherwise specified by the governmental authority having jurisdiction.
2. Strobe notification appliances must be provided in accordance with federal accessibility rules (28 CFR 36, Appendix A, Sec. 4.28) as to number, locations, spacing and visual intensity.
3. A manual fire alarm pull station capable of sounding a general alarm must be located behind the registration desk. The panel must not be located on the back wall facing the registration desk.

C. Fire Sprinkler System

The property must have complete automatic and supervised fire sprinkler systems throughout all areas, including all guestrooms, in accordance with the stricter of:

1. Applicable standards referenced in the building or fire codes of the local jurisdiction, as interpreted by the authority having jurisdiction, and only as applicable for the status of the subject property

OR

An automatic fire sprinkler system located throughout the property, including all guestrooms, and complying with NFPA 13 (reference TS 015, Hilton International CO).

2. Exceptions

- a. If the property is four stories or less in height, NFPA 13R is acceptable if allowed by local or other applicable codes.

1503.04 *continued*

- b. If the property is three stories or less in height with guestrooms exiting directly to the exterior, an automatic fire sprinkler system is not required. However, the property must have been built in accordance with applicable building codes in force at the time of permit issuance, and must be maintained in compliance with any applicable codes.

D. Smoke Detectors

Smoke detectors are required throughout the property as set forth in this manual.

1. Smoke Detectors in Guestrooms/Suites

The property must equip hard-wired and locally annunciated smoke detectors in all guestrooms and each livable space of a suite. Smoke detectors within accessible guestrooms/suites and any others required by ADA or the local jurisdiction must be equipped with an integral strobe light providing a visual intensity of 177cd.

2. Smoke Detectors in Areas Other Than Guestrooms/Suites

The property must have system connected, hard-wired smoke detectors in the following areas (where applicable):

- a. Interior guest room corridors
- b. Elevator lobbies
- c. Mechanical and electrical rooms
- d. Computer/telecom/PBX rooms
- e. Storage rooms
- f. Any other areas required by local codes

3. Carbon monoxide detectors shall be provided in the room or area of origin for all areas using fuel fired equipment, including fireplaces. Combination smoke/carbon dioxide detectors are permissible.**E. Fire Extinguishers**

- 1. Fire extinguishers must be contained in appropriate recessed cabinets in public spaces according to local and national codes.
- 2. A minimum of a 10 lb. fire extinguisher must be mounted in front office area, laundry, maintenance, corridors and near storage rooms and as otherwise required by the local jurisdiction. If a property has a storage building on property it must have a minimum of a 10 lb. mounted fire extinguisher. Fire extinguishers must be tested and maintained in accordance with local regulations.
- 3. Fire extinguishers must be in clear view within the appropriate rooms.
- 4. Portable Fire Extinguishers must be provided and installed in accordance with NFPA 10 and NFPA 96 (for restaurant kitchens).

1503.04 *continued*

5. Restaurant kitchen fixed fire extinguishing systems must be installed for all cooking equipment and appliances in accordance with NFPA 17A and NFPA 96 using wet chemical water assisted type systems.

F. Approval, Testing and Maintenance, Training

1. Written approval of the plans for required fire safety systems must be obtained from the governmental authority having jurisdiction prior to installation of the fire safety system. The form of written approval may vary by governmental authority. For the purposes of these Brand Standards, “written approval” is defined as a certificate, letter of approval, permit, stamp of approval, or other approval method as used by the governmental authority.
2. Written certification that the required fire safety systems have been installed according to the approved plan by a licensed contractor and are fully operational, tested and approved by the authority having jurisdiction must be obtained from the installation contractor.
3. Testing and Maintenance

All fire safety systems installed (including any systems installed above and beyond the requirements of this standard) must be tested and maintained either:

- a. Through a maintenance contract with an organization licensed to install and maintain such equipment

OR

By individuals trained to perform such maintenance and testing.

- b. Testing and maintenance of sprinkler systems must be in accordance with the manufacturer’s instructions, NFPA 25, or as otherwise specified by the governmental authority having jurisdiction.
- c. Testing and maintenance of smoke detection systems (or heat detection devices where appropriate) must be in accordance with the manufacturer’s instructions, NFPA 72, or as otherwise specified by the governmental authority having jurisdiction.
- d. A statement certifying that such testing and maintenance have been performed must be signed by either:
 - 1) The maintenance company representative and by the general manager of the property
OR
By the individual trained to perform such maintenance and testing and by the general manager of the property.
 - 2) All statements certifying such testing must be kept on file at the property and be made available to Hilton Worldwide’s field inspector. Such testing and maintenance must be performed at least once every six months. A minimum of one test per year

1503.04 *continued*

must be conducted by an outside third party licensed to test fire safety equipment. Guestroom/suite smoke detectors must be included as part of this testing and documentation.

G. Exception

If the property is a Conversion Property it must be in full compliance with any applicable codes of the local jurisdiction. In addition, all Conversion Properties must comply with the standards set forth above relating to Guestrooms/Suites. Compliance must occur prior to the property opening to the public as a Hilton Portfolio property. Unless Hilton Worldwide determines that there are unique circumstances related to the subject Conversion Property, the standards set forth above for Areas Other than Guestrooms/Suites will not apply to Conversion Properties.

H. Fire Drills

Fire drills must be conducted twice a year to maintain the readiness of all employees. Documentation of each fire drill must be maintained for 12 months for Quality Assurance to review.

1503.05 Fire/Emergency Exits

Refer to [Design and Construction, Section 2516.05](#), for details.

1503.06 First Aid Kits**A. Required Items**

Fully-stocked first-aid kits must be available at the front desk area, pantry area, housekeeping area and maintenance area, and any other areas required by local or state requirements and must include the following items:

1. Bandage scissors
2. Cotton-tipped applicators
3. Assorted safety pins
4. Tweezers
5. Individually wrapped adhesive dressing
6. Sterile gauze pads (2" and 4" dressing)
7. Absorbent cotton
8. Adhesive tape rolls (1" wide)
9. 4" bandage compresses
10. Triangular bandages
11. Skin antiseptic
12. Sterile gauze bandage rolls (1", 2" and 4" wide)

1504.00 Security

1504.01 Doors

A. Front Doors

The front doors of the property must be locked from the exterior side from the hours of 11:00 p.m. to 5:30 a.m. Doors must be accessible from the outside with a guestroom key card. Local market conditions and applicable law may require longer hours or a different procedure that the property must follow.

B. Secondary Doors

All secondary doors of the property must remain locked from the exterior side at all times.

C. Exterior Doors

All exterior doors of the property must provide registered guest access with the use of their key cards.

D. Signage

All entrance/exit doors normally locked during specific times in the evening must have signs, both inside and outside the doors, that indicate the time they are locked and include directions to the appropriate alternate entrance/exit doors.

1504.02 Incoming Telephone Calls

An incoming caller must identify the guest by name before the call can be transferred. Do not connect any call by room number only.

1504.03 This standard intentionally left blank.

1504.04 Electronic Key Cards/Additional Key Requests

A. Electronic Lock Key Cards

Brand-approved electronic lock key cards must be used. For security, neither the property's name, individual room numbers, or logo may be printed on guestroom keys. No third-party advertising may be featured anywhere on the key. Guestroom numbers must never be announced.

A coding system must be used for key card labeling that allows in-house verification of guestroom numbers.

B. Second Room Key Requests

If a guest requests a second room key, the guest service representative must require guest identification prior to issuance.

1504.05 House Phones Dial Switchboard

A. House Phones

The property's house phones must automatically dial the PBX.

B. Other Public Area Phones

Telephones located in the elevator, pool area, guest laundry room (area designated for guest use of laundry equipment, if applicable) and fitness center must automatically dial the property switchboard when the receiver is lifted off the cradle.

1504.06 Security Guards

Security guards, whether on staff or contracted, must not be armed while on property.

1505.00 Loss Prevention

1505.01 Closed Circuit Television (if applicable)

All systems installed in your property, including closed circuit television (CCTV), are subject to your obligations to maintain a high-quality, first class property.

A. Prohibited Areas

Cameras are prohibited in restrooms, guestrooms or other non-public areas.

B. Installation

Monitors must not be mounted on the ceiling or wall of the lobby or front desk and must be no larger than 13" in size. The monitor may be larger than 13" if it is in the back office area out of the view of guests. The monitor may be placed in one of two locations:

1. At the front desk/back office, out of the view of guests

OR

On the side area of the front desk (not the main registration area). The monitor must be encased in a finished cabinet that coordinates with the front desk mill work. The monitor may be in view of the guests.

2. All cables must be concealed. When penetrations are made in walls or ceilings, a cover plate must be installed over the opening with the cables passing through the cover plate. All exposed multiple wires (exiting the ceiling at the camera and exiting the wall at the VCR) must be bound using tie wraps.

C. Recording System

1. The property must ensure that all employees are trained on the CCTV system.
2. The property must maintain the CCTV system and make certain that all of its components are working.

3. It is strongly recommended to locate the recording device in a locked cabinet/unit to prevent any tampering.

4. The property must comply with applicable laws governing such installations.

1505.02 This standard intentionally left blank.

1505.03 Parking Lot Signage

Signs must be conspicuously posted in the parking lot stating "Guest Parking, User Assumes All Risks."

1505.04 Lost and Found

All lost and found articles must be logged and maintained for 90 days. Valuables should be maintained for one year in a safe deposit box or other secure area. Local codes may preempt this policy.

1506.00 This standard intentionally left blank.

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1601.00 This standard intentionally left blank.

1602.00 Administrative Offices

Refer to Design and Construction Standards in [Section 2513.01](#).

1603.00 Housekeeping Service Standards

1603.01 General Rules

A. Daily Cleaning Schedule

The property must implement, maintain and document a daily cleaning program and must maintain complete records of all guestroom cleaning, guest bathroom cleaning and turning schedules.

1. Duvet covers and decorative pillow covers must be changed and cleaned in departed guestrooms or after three nights in non-departure guestrooms.
2. For all Garden Sleep System® bedded rooms, the comfort setting dial must be returned to the “optimal” (12 o’clock) position upon departure of guestroom.

B. Glasses and Other Dishware

The property must clean and sanitize the glassware, coffee pots and mugs. The property must remove the soiled items from guestrooms and clean and sanitize them through a commercial-grade dishwasher after use and upon checkout.

1603.02 Guest Request Response

Guest service representatives must respond to guest requests for expendable amenities and other room items (e.g., extra linens, blankets, pillows) within 15 minutes of request.

1603.03 Deep Cleaning Program

A. Systematic Quality Control System

Each property must develop, implement and document a deep cleaning program. The program must be designed to ensure that the property is maintained at a high level of cleanliness.

B. Minimum Cleanings Per Year

Each room must be deep cleaned a minimum of two times per year. A fixed schedule must be established for deep cleaning the guestrooms and suites. At a minimum, the deep cleaning program must include:

1. Wash or dry clean window treatments
2. Edge vacuum

[Housekeeping Resources](#)

3. Wash shower curtains
4. Vacuum and shampoo upholstery
5. For Garden Sleep System® bedded rooms, an annual inspection schedule specifically targeting the components of the air baffle system
6. A biannual black-light inspection program that targets guest bathrooms and guestrooms and includes duvet covers

C. Duvet Cleaning

All duvet inserts and Garden Sleep System® wool mattress covers must be cleaned on a quarterly basis at minimum. A record of the cleanings must be kept on file for review during the property's semiannual quality assurance inspection.

1603.04 Mattress Rotation Schedule

Each property must rotate mattresses (spring mattresses only—not applicable to GSS mattresses) quarterly according to the rotation schedule on the mattress. Box springs must be rotated biannually.

1603.05 This standard intentionally left blank.

1604.00 Maintenance Service Standards

1604.01 General Rules

A. Systematic Quality Control System

Each property must develop, implement and document a systematic quality control system. The system must be designed to ensure that the property is maintained in quality condition. A fixed schedule must be established for performing appropriate preventive maintenance to ensure the entire property is inspected two times per year.

B. Maintenance Coverage

The property must give the highest priority to all repair requests from an occupied guestroom.

1. The property must have maintenance coverage seven days a week.
2. One employee on each shift must be trained to make basic repairs to the toilets, televisions, HVAC and light fixtures on the property.

1604.02 Guest Request Response

A. 15 Minute Response

Guestroom repair requests for items that directly affect guest comfort, needs or security (e.g., televisions, HVAC, plumbing, light bulbs, light fixtures, door locks) must be responded to within 15 minutes of the guest's request.

[Housekeeping Resources](#)



B. Alternate Response

If repairs cannot be completed within 15 additional minutes, a designated guest service representative must contact the guest and remain in contact with the guest until an acceptable alternative solution is agreed upon with the guest.

1605.00 Service Areas

1605.01 This standard intentionally left blank.

1605.02 This standard intentionally left blank.

1605.03 This standard intentionally left blank.

1605.04 This standard intentionally left blank.

1605.05 Trash/Recycling/Receiving Areas

The dumpster must always be kept clean and organized. Dumpster gates must be closed and secured when dumpster is not in use. (See [Standard 2513.09.](#))

1605.06 This standard intentionally left blank.

1606.00 This standard intentionally left blank.

1606.01 This standard intentionally left blank.

1606.02 This standard intentionally left blank.

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1701.00 Property Management Technology

1701.01 U.S. Property Management Technology

A. Required Technology

The property must install the required business software system, which Hilton Worldwide may change from time to time. Currently, properties must use the OnQ Technology system. OnQ is a business system that provides integrated property management, revenue maximization, marketing, decision support, and reservations.

OnQ must perform the following functions:

1. Provide real-time integration with the Hilton Worldwide reservation system, which supports all current and future reservation functions and procedures
2. Maintain guestroom status, provide automated guest folio and accounting capabilities and provide a level of guest service required to maintain and conform to all standards
3. Integrate with and provide timely data to our centralized database for system statistics and financial data analysis
4. Support all current and system-wide marketing programs
5. Provide a fully integrated revenue management system, which analyzes historical data and current booking activity and recommends how to achieve the highest possible revenue
6. Connect to the Internet service provider approved by Hilton Worldwide for e-mail access. The service includes online access capability that allows properties to closely manage their information as contained on the property brand Web sites and interact directly with consumers via e-mail. The connection also allows access to emerging Web-based business applications on OnQ Insider.
7. All OnQ workstations must have Internet access.
8. The property front desk must have, at a minimum, the following number of OnQ workstations:
 - a. Up to 150 guestrooms requires two workstations
 - b. 151 – 250 guestrooms requires three workstations
 - c. 251 – 350 guestrooms requires four workstations
 - d. 351 – 400 guestrooms requires five workstations

[Outlook Web Access \(OWA\)](#)

1701.01 *continued***B. Replacement**

When OnQ-certified equipment or parts for OnQ-certified equipment are no longer manufactured or reasonably obtainable, Hilton Worldwide must notify properties of the circumstances and that maintenance on this certified equipment will no longer be provided by Hilton Worldwide. In this circumstance, it is recommended that properties replace the retired model with the currently unmanufactured certified model.

C. This standard intentionally left blank.**D. Configuration for OnQ**

1. The property must utilize hardware for OnQ that is certified and approved by Hilton Worldwide to run all OnQ Technology and third-party software enhancements. Failure to maintain this brand standard could result in:
 - a. Inability to properly install or operate software upgrades enabling participation in brand sponsored programs (e.g., HHonors®)
 - b. Inability to properly install or operate software upgrades from Hilton Worldwide or third party providers that are necessary for maintaining efficient, secure, reliable system operation

The property must anticipate a 36-month refresh cycle on all hardware.

2. Network Communications

The property must utilize network connectivity devices that are certified and approved by Hilton Worldwide to run all OnQ Technology. In addition, the property must use Local Area Network Switch devices to improve the efficiency of the OnQ network.

3. Software License

The property must have one software license for OnQ.

4. Call Rating Interface Software

The property must have one call rating interface software program for OnQ to interface to an approved third-party call accounting system.

5. PBX Interface Software

The property must have one PBX interface software program for OnQ to interface to an approved third-party PBX.

6. Voice Mail Interface Software

The property must have one voice mail interface software program for OnQ to interface to an approved third-party voice mail system.

E. OnQ Training

See [Section 405.00](#) for information about OnQ training.

1701.02 This standard intentionally left blank.

1701.03 Third-Party Computer Equipment and Software

A. No Support for Uncertified Third-party Software

Except in cases where the property has arranged for support from or via Hilton Worldwide, support will not be provided for any third-party software and/or equipment.

1. The property must not attach to nor use third-party equipment and/or interfaces with the OnQ Technology equipment if the third-party equipment and/or interface have not been certified by Hilton Worldwide as meeting its specifications. The property must not install other third-party, non-OnQ Technology software on equipment that has not been certified by Hilton Worldwide as being compatible with OnQ. A list of compatible third-party software and approved interfaces is available on the OnQ Insider Web site. Failure to follow this brand standard will void any maintenance agreement with Hilton Worldwide or its affiliates or subsidiaries and cause the property to be the sole bearer of any and all repair or replacement expense.
2. The property must not install or connect any third-party network equipment that would allow access to the OnQ network from an outside source. Firewalls and other devices installed on the OnQ network must be certified and purchased by Hilton Worldwide.
3. Ethernet connections must be used for OnQ and e-mail capabilities.
4. For any software application that is approved to be used on the OnQ network, the property must have proof of legal licensing for that software application.

B. Microsoft® Licenses

1. OnQ desktop software packages that are Microsoft® XP workstation compatible need the legal, licensed software (original installation disks) in order to install the software.
2. Properties must maintain and install the most current version of Microsoft® Office. Software must be purchased at a reduced rate and billed through monthly installments through the Hilton Worldwide IT Department.

1701.04 E-mail Accounts

A. Valid Address

Principal correspondents or appointed designee must provide a valid e-mail address to the Brand Management Team. The Brand Management Team must be notified in writing within 10 business days of a change in the principal correspondent or designee e-mail address.

[Outlook Web Access \(OWA\)](#)

B. Assignment of Hilton Worldwide Accounts

The property must have three e-mail accounts that are maintained through Hilton Worldwide. These required accounts are generic e-mail addresses for the property GM, DOS, and SALES-ADM which will be set up through Hilton Worldwide as the property's source of communication with Hilton Worldwide. Each e-mail address must be opened and messages reviewed daily.

1701.05 Property Information Security**A. Regulatory Requirements**

The property must comply with all regulatory requirements relating to information or data security as required by local legislation or international law.

The property must comply with all Hilton Worldwide Information Security standards, policies and procedures as published on OnQ Insider. The property must comply with any contractual requirements for data security established between the property and third parties.

B. Computer Access Controls

1. Access to any computer system information must be limited to a business need-to-know basis.
2. Access to Personally Identifiable Information (PII) and Credit/Debit Cardholder data must be secured and limited to only those employees that must have access for specific business purposes. Data must be encrypted and password protected when stored electronically.
3. Employee access and permission levels must be reviewed and approved periodically (e.g., quarterly) by the general manager (or their designee) and sign-off maintained as approval.
4. Employee access (and permissions) must be reassigned with changes in job duties. Each employee must have a unique ID for computer access.
5. Property management must educate employees on the need to keep their username/ID and passwords confidential and secure.
6. Terminations must be processed by property management immediately and user accounts and access disabled immediately. (This includes terminated employees, contractors, etc.)
7. User accounts for applications not synchronized with the OnQ Identity Management (IdM) must be disabled by property management immediately for terminated employees, contractors, etc.
8. User sessions idle for more than 15 minutes must require the user to re-enter the password to reactivate the terminal.
9. Third-party supplier (e.g., POS system) remote access must be controlled and regulated per the supplier remote access standards using an approved solution (such as Positive Networks SSL VPN, juniper SSL or GoToAssist).

[Information Security](#)[Outlook Web Access \(OWA\)](#)

C. Privacy Agreements

Privacy and Data Protection Agreements must be signed by third-party suppliers or resources that process, store, transmit or have access to Personally Identifiable Information (PII) or Credit/Debit Cardholder Data and a list of users maintained. Proper due diligence demonstrating their compliance must be documented prior to engaging such service providers and at least annually and for as long as the service agreement continues.

D. Training and Awareness

Brand owned and/or managed employees with access to Personally Identifiable Information (PII) or Credit/Debit Cardholder Data must sign the Hilton Worldwide Information Security Policy and participate in Brand information security awareness training at least once annually.

1701.06 Hardware Security

A. Physical Security

1. Access to the computer facilities (e.g., server rooms, telephone closets, etc.) must be secured and restricted to authorized personnel (e.g., hard key, keycard, etc.).
2. Access to all computer network equipment (e.g., switches and patch panels) must be secured and restricted to authorized personnel (e.g., locked cabinet).
3. All OnQ network and VOIP jacks in public areas must be secured with a lockbox or similar device or unplugged at the patch panel to disable the jack when not in use.
4. All wireless access points must be stored securely (e.g., in a locked box).
5. System backup tapes must be securely stored in a fireproof safe or locked cabinet away from the server and access limited to authorized personnel only.
6. System backup tapes must be labeled appropriately (e.g., date, contents, confidential — if appropriate).
7. Hard-copy documents containing Personally Identifiable Information (PII), Credit/Debit Cardholder data or other sensitive information (e.g., Credit Card Payment Authorization Forms, Audit Packs, reports, faxes, files, ledgers, etc.) must be stored securely at all times (e.g., locked file cabinet) and access limited to only those employees on a direct business need-to-know basis.
8. Hard-copy documents, electronic files and media containing Personally Identifiable Information (PII), Credit/Debit Cardholder data or other sensitive information must be destroyed via a cross cut shredder or incinerator once the data has reached the end of the retention period and is no longer needed for business or legal requirements.
9. Workstations and servers must be securely wiped of all data when repurposed, refreshed, returned or retired.

[Information Security](#)

1701.06 *continued***B. Business Center**

1. Refer to [Section 1203.00](#) for hardware required under the Brand's Business Center Solution.
2. All business center computers must be inspected daily for physical key logging devices.
3. All business center computers must be on a network separate from the property's Property Management System network or a converged network topology (such as INCS) with a one-click connection option.
4. Business center computers are recommended to be installed with a program that preserves the baseline computer configurations, eradicates all modifications, and returns the computer to its original state (e.g., Deepfreeze or Steady State).
5. It is recommended that the CPU be stored in a locked desk or cabinet to prevent tampering or theft.
6. All business center computers must use the latest version of Microsoft® Office and Windows® software approved by Hilton Worldwide IT Standards.
7. Microsoft Windows® and Office must have the latest security patches installed.
8. All unnecessary and insecure services and protocols not directly needed to perform the device's specified function (e.g., FTP and telnet) must be removed.
9. Default passwords for administrative or evaluated rights must meet the requirement of a strong/complex password and be changed every 90 days.
10. Administrator account cannot be named "administrator" and must be renamed at time of installation.
11. Guest access to the workstation must be through the Windows® guest account or some similar account with no administrator or power user privileges.

C. Wireless Network

1. Wireless networks must be encrypted.
2. Supplier default SSID on wireless access points must be renamed.
3. The OnQ network firewall must be installed to restrict access to critical applications from supplier applications.
4. High-speed Internet access (HSIA) must be on a separate network from the OnQ network or separated by a firewall.
5. Guest HSIA networks must not be used for POS and/or OnQ servers and workstations.
6. All third-party applications or systems must be certified by the OnQ Change Control Committee prior to being installed on the OnQ network.

[Information Security](#)

D. Network

1. Supplier-provided usernames and passwords must be removed from all applications and devices.
2. All unnecessary and insecure services and protocols not directly needed to perform the device's specified function are to be disabled (e.g., FTP and telnet).
3. Intrusion detection systems must be left in place as configured by the OnQ Implementation team to monitor unauthorized network access.
4. All servers and workstations installed on the OnQ network must be configured with a current functioning, approved anti-virus program.
5. Any third-party networks must be separated from the OnQ network by a firewall approved and provided by Hilton Worldwide.
6. OnQ Property Management server backups must be performed daily and labeled as appropriate (e.g., date, contents, confidential—if appropriate).

1701.07 Certificate of Compliance

General Managers (or their designee) are required to read and acknowledge their understanding and agreement to comply with the Property Information Security Standards at least annually.

1702.00 Voice Telecommunications Hardware

1702.01 Private Automated Branch Exchange Requirements

The property must have a digital private automated branch exchange (PBX) telephone system that provides the following features:

A. Required Features

1. PBX upgrades or PBXs installed in new properties must be Internet Protocol (IP) capable (not enabled) for future proofing properties. IP PBXs are similar in price to standard TDM machines.
2. PBX upgrades or PBXs installed in new properties must be capable of E-911 notification either to the front desk or Emergency Center.
3. Interface with OnQ to provide guest name display, maid codes and phone on/off
4. Automatic wake-up call with personal message capabilities
5. Least cost routing/automatic route selection
6. Station Message Detail Recording (SMDR)
7. Message waiting notification light
8. Direct dial access (1010XXXX)

[Information Security](#)

9. Toll-free area code programming
10. Ability to connect to a T-1 dedicated network using internal equipment
11. Call restriction capabilities for fraud prevention
12. Network access trunks must provide a P.05 (GOS) Grade-of-Service. This means a property can block only five out of 100 calls during the busiest hour of the day or night.
13. Property PBX must have a minimum of two hours of battery backup.

1702.02 This standard intentionally left blank.

1703.00 Telephone Switchboard Requirements

1703.01 Hardware

The PBX switchboard must have a multi-character visual display, showing the calling guest's name, in order to provide enhanced customer service.

1703.02 Hours of Operation

The PBX switchboard service must be operated 24 hours a day. Initial calls into the PBX switchboard must be answered in person. Properties must not use automated attendants (automated systems that answer/transfer calls). Once answered, an on-hold message reminding callers that a service representative will assist them shortly is acceptable. Automated interceptors (automated systems that answer on the fourth ring) are acceptable as long as there is an on-hold message reminding callers that a service representative will assist them shortly or if callers have the ability to opt out of the queue.

1703.03 This standard intentionally left blank.

1704.00 Telephone Requirements

1704.01 Voice Messaging System Standards

A. Minimum Requirements

The Voice Messaging System (voice mail) must meet the following minimum standards:

1. An efficient voice mail/messaging system must be part of the standard telephone system. Easy-to-understand operating instructions for its use must be posted on the telephone faceplate.
2. Interface directly with the PBX for accurate and timely message delivery
3. Interface with OnQ via the PBX-to-OnQ interface or directly to OnQ via the approved interface specification to provide mailbox open/close at checkout

[Telephone Faceplates](#)

1704.01.A *continued*

4. Provide the ability to partition the system between administration and guest. This will ensure that guests can easily retrieve messages and provide employees with additional features.
5. Have a minimum of four access ports and 40 hours of storage or equivalent, based on data storage technique
6. Allow manual activation and deactivation of message waiting lamp
7. Guest programmable wake-up calls via confirmation tones or voice prompts are required. If confirmation tones are used, instructions must be available in each suite.
 - a. In addition to placing wake-up call requests with the property operator, guests must be able to access the property wake-up service utilizing their room telephone to input their own request directly.
 - b. Instructions for proper use of the wake-up service must be clearly posted by the telephone in each room, unless instructions are in the wake-up service system itself in a language preference as designated by the guest upon check-in.
 - c. The property must audit the wake-up service to track and monitor the status of all wake-up calls programmed directly by the guests themselves.
 - d. The wake-up service must be capable of placing wake-up calls (five rings plus announcement time) to, at minimum, one-half of all guestrooms within a single 10-minute period.
 - e. Unanswered wake-up calls must be automatically retried a second and a third time at five-minute intervals. If a call is still not answered, the wake-up system must notify the property operator who will then take what action is dictated by property security procedures.

1704.02 Call Accounting System Requirements**A.** Required Features

A Call Accounting System must be provided with the following features:

1. Interface with OnQ for quick and accurate posting of telephone revenue
2. Balance telephone system revenues with OnQ audits
3. Remote dial-up access for rate table and other software changes
4. Allow call posting from both lines if guestroom or suite has two telephone lines

1704.03 Local Network Access

A. Required Services

Properties must offer the following telephone services:

1. Complimentary local calls
2. Complimentary 0+ dialing
3. No charge for toll-free calls (800, 888, 866, 877, etc.)
4. No surcharge for long-distance calls not charged to the property
5. No surcharge for calling card calls
6. If an alternate carrier is used rates must be less than or equal to the AT&T credit card rate. The long-distance carrier's name and rates must be provided on or near each phone
7. No long-distance access charges
8. Deposits for telephone usage are prohibited.

1704.04 This standard intentionally left blank.

1704.05 Guestrooms/Suites

A. Telephone on Nightstand

Each guestroom must have a telephone at the nightstand equipped with a 25-foot cord and message light. An additional telephone may be provided at the desk. If two telephones are available, each must be equipped with a 15-foot cord. In studio suites, telephones must be placed on the nightstand and on the desk.

B. Emergency Dialing Instructions

Emergency dialing instructions must be displayed on the telephone faceplate. A speed-dial button may be used as long as the telephone faceplate displays the emergency dialing instructions in the event the speed-dial button is inoperable.

C. Faceplate

Any time existing telephones are replaced or upgraded for any reason, and for all new telephone installations, the property must satisfy the following:

1. The faceplates on guestroom telephones must include both International symbols and written descriptions, in appropriate language(s).
2. The faceplate paper must be pewter gray, and the ink color as follows:
 - a. Emergency Symbol (+) and wording in RED. The property must verify the emergency number to be displayed and dialed under applicable law and practice.

Telephone Faceplates

1704.05.C.2 *continued*

- b. All other printing in blue or black.
- 3. Guestroom telephones must be equipped with a message waiting light.
- 4. All guestroom telephones must have feature buttons for “speed dial” access to the property’s services. If the property is an existing property that changes or upgrades its equipment or a new build or conversion property opening on or after March 1, 2007, at least five of these buttons must be labeled as follows:
 - a. Guest Service Hotline
 - b. Message
 - c. Wake-up Call
 - d. Emergency
 - e. Room Service
- 5. The EMERGENCY Feature Button must also display the EMERGENCY number. The International symbol is to be a RED cross. The property must verify the emergency number to be displayed and dialed under applicable law and practice.
- 6. All telephone faceplates must comply with current brand identity standards.

1704.06 General Area/Pay Phones**A.** Required Features

- 1. All telephones in the properties must allow 911 or E-911 calls to be placed, regardless of other restrictions or guestroom status (stop charge, etc.).
- 2. There must be a minimum of one telephone that has local, credit card and toll-free number access. If a pay phone is not available, there must be a house telephone with these dialing features available. An additional house telephone is required in or near the lobby. Both telephones must be restricted from dialing guestrooms. Professionally created signage must be in place designating local, credit card and toll-free number dialing instructions. If signage is wall-mounted, it must match interior signage package.

Examples of sign:

For local calls, dial 9 + number

For 800 and long distance calls, dial 8 + number

For emergency, dial 911

- 3. The housekeeping area must have a telephone.

1704.07 This standard intentionally left blank.

1704.08 Recreation Area Telephones

The pool area and fitness center must be equipped with a house telephone that will ring to the front desk.

1704.09 Telecom Room Location**A. Co-location with Computer Equipment Room**

The telecommunications room must be within 100 feet of the computer equipment room for maximum efficiency of technology cabling. It is preferable for the two rooms to be located in the same area.

B. Wiring

All properties must have certified Category 6 wiring system installed for all telephone locations. Please refer to [www.\[brand\]franchise.com](http://www.[brand]franchise.com) for wiring specifications.

C. Entrance Cabling

A 100 pair cable is recommended. It is important that a minimum of three 4" conduits be used for the telephone entrance cable.

D. Empty Conduit System

An empty conduit system must be designed and installed using the codes and standards of the following agencies:

1. ANSI American National Standards Institute
2. BICSI Building Industry Consulting Services International
3. BOCA Building Officials and Code Administrators
4. EIA/TIA Electronic Industries Association/Telecommunications Industry Association
5. FCC Federal Communications Commission
6. IEEE Institute of Electrical and Electronic Engineers
7. NFPA National Fire Protection Association
8. NEC National Electrical Code
9. UL Underwriters Laboratories

During the schematic and design development phases, consultants must refer to the following standards to ensure that adequate pathways are established capable of supporting current and emerging technology for guest services.

1704.09 continued**E. BICSI**

Consult the *Telecommunications Distribution Methods Manual*, issue number seven, 1995, for design assistance regarding:

1. Service entrances
2. Equipment rooms/closets
3. Grounding, bonding, electrical protection and fire stopping
4. Horizontal and vertical distribution pathways
5. Special situations (poolside, ADA, etc.)

F. EIA/TIA

Various standards documents must be consulted that deal with all aspects of low voltage (>110VAC/DC) cabling. The following documents are relevant to the design of an empty conduit system and the subsequent design of the technology infrastructure:

1. EIA/TIA-568A (CSA T529)
Commercial Telecommunications Cabling Standard
2. EIA/TIA-569 (CSA T530)
Commercial Building Standard for Telecommunications Pathways and Spaces
3. EIA/TIA-570 (CSA T525)
Residential and Light Commercial Telecommunications Wiring Standard
4. EIA/TIA-670 (CSA T527)
Commercial Building Grounding/Bonding Requirements

The International Standards Organization of the United Nations is currently adapting these EIA/TIA standards under the title Generic Cabling for Customer Premises Cabling ISO/IEC 11801.

G. Voice and Data Wiring for Guestrooms

It is the intent of this section to define a technology-based cabling system (e.g., media, connectors, jacks, etc.) that supports terminal equipment provided by the property (e.g., telephone sets, fax machines, printers, etc.) and accommodates equipment the guest carries and attaches to the property network.

1. In each guestroom, a wiring point is installed on or near the bed(s) and at or near the activity table or work desk.
2. At a minimum, each wiring point shall contain a single run of UTP (unshielded twisted pair), four-pair, Category 6 (EIA/TIA 568A) compliant cables.

1704.09.G *continued*

3. Each run must terminate in a Category 6 compliant wall jack (RJ45 or RJ11).
4. Optional Configurations
 - a. Emerging high-speed networks for Internet and video-based guest services will require extra bandwidth available with additional UTP cable pairs available in each guestroom.
 - b. A second four-pair, Category 6 compliant cable may be pulled to the same location as that for the coaxial cable used for CATV. If this option is not used, the empty conduit, used for the CATV coaxial cable, must be sized to accommodate this additional cable in the future.
- H. Voice and Data Wiring for Front Desk and Back Office
 1. At each location identified for an OnQ desktop component (e.g., server, workstation, printer), a four-pair, UTP, Category 6 compliant cable and associated hardware must be installed.
 2. Where an administrative telephone is co-located with an OnQ component, dual-jack arrangements are encouraged.

[Stay Connected HSIA
Technical Standards](#)

1705.00 High-Speed Internet Access (HSIA)

1705.01 Stay Connected @ Hilton Worldwide™ Program

A. Operational and Technical Standards

All properties opening after August 1, 2008, must comply with the Stay Connected @ Hilton Worldwide™ program. All other properties that maintain an acceptable High-speed Internet access score of 62.2 percent or greater on SALT for HSIA quality will not be required to implement Stay Connected until June 30, 2011. Properties below this threshold as of December 31, 2009, must have a signed contract with the Stay Connected @ Hilton Worldwide™ program by December 31, 2010.

B. Existing Properties and Preferred High-Speed Internet Access Providers

1. Guestrooms

High-speed Internet access (wired or wireless) must be installed and functional in all guestrooms. HSIA must be offered as a complimentary service. For new builds, high-speed Internet access must be wired and wireless.

2. Lobby/Breakfast Area

High-speed Internet access (wireless) must be available in the lobby/breakfast area and be offered as a complimentary service.



1705.01 *continued*

3. Meeting Rooms

High-speed Internet access must be installed and functional in all meeting rooms (wireless) and must be offered as a complimentary service.

4. Collateral

Brand-approved collateral must be maintained in guestrooms, clearly identifying the provider service number and technical support directions.

5. Ethernet bridges must be available at the front desk to accommodate five percent of the total guestrooms. For more information about HSIA technical standards, see Hilton Worldwide Technical and Operational Standards (<http://stayconnected.hilton.com>).

C. High-Speed Internet Access (HSIA) Global Standards for Stay Connected @ Hilton Worldwide™

1. Guestrooms

a. High-speed Internet access must be installed in 100 percent of guestrooms with either a wired or wireless solution for existing properties and wired and wireless for new builds.

b. For wired solutions, a physical connection must be plainly visible on the desktop.

2. Lobby/Breakfast Area and Business Center

a. Wireless HSIA must be installed in the lobby/breakfast area and the business center.

b. Wireless HSIA must be offered as a complimentary service.

3. Meeting Rooms

All meeting rooms must have wireless HSIA installed.

4. In-Room Pull Through Cables Device

Must be provided for wired solutions and must be of sufficient length to allow guest laptop access from any point on the desk.

5. Collateral Hardware

a. Brand-approved, in-room collateral must be available in guestrooms.

b. For more information about HSIA Technical Standards, see Hilton Worldwide HSIA Technical and Operational Standards (<http://stayconnected.hilton.com>)

D. Exposed wiring

When wiring installation challenges are presented, properties must utilize wire molding at a minimum to cover exposed wiring. All molding must be painted to match the ceiling or wall color depending on the placement. Molding must not run centered on the corridor ceiling. All molding must run as close to the wall and ceiling joint as possible and extend completely into corners where applicable.

[Stay Connected HSIA
Technical Standards](#)

1705.02 This standard intentionally left blank.

1706.00 Entertainment

1706.01 Televisions

A. Public Spaces

As of July 1, 2010 all new builds and properties must transition to the 7.0 lobby design. (Refer to prototype drawings for installation requirements.) For all existing properties the lobby televisions must meet the following specifications:

1. Minimum 42" commercial grade, widescreen (16:9) LCD screen, high definition display capable of receiving 1080i signal (60Hz), ATSC Digital Tuner built-in.
2. Televisions should be set with closed caption as default.
3. The remote control must be accessible to guests at all times.
4. The power and cable outlets and cords must be concealed from view behind the television.
5. TV content in public space must be limited to sports, news and weather channels. The Premium move channels or any other entertainment channels are not permitted in public space.

B. Guestroom/Suites

1. By June 30, 2011, all guestroom televisions must be 32"- 42" commercial, LCD high-definition televisions (HDTV's) with Pro:Idiom and MPEG4. Television size must be appropriate for room. See [Standard 2510.09](#) for television stand requirements.
2. All new construction properties must have commercial, LCD HDTV's with Pro:Idiom and MPEG4 installed in all guestrooms prior to opening.
3. All channels must be preset and appropriately identified electronically on the screen. Any channel not received must be locked (not accessible) to guest access.
4. Program televisions so that analog channels are not stretched. They should be displayed in native 4:3 format with "barn doors" (black bars) on the left and right sides. HD channels should fill the screen completely with 16:9 resolution.
5. Remote control unit may not be secured to any furnishings.

[Prototype Drawings](#)

1706.02 Television Channels

A. Required Standard Channels

At minimum, all guestrooms must offer the following standard definition channels:

TNT, TBS, A&E, CNN Headline News, MSNBC, CNBC, The Weather Channel, Nickelodeon, Cartoon Network, HGTV, Oxygen or Lifetime, VH1, E! Entertainment, Comedy Central, ESPNU, ESPNNews, and Golf

1706.03 HD Content

A. Required HD Channels

At minimum, all Guestrooms must offer the following high definition (HD) channels: NBC HD, ABC HD, CBS HD, FOX HD, PBS HD, CW HD, ESPN HD, ESPN2 HD, CNN HD, Fox News HD, a premium movie channel (HBO HD or Showtime HD), Discovery HD and two additional HD channels of the hotel's choosing (A&E HD, TNT HD, TBS HD, History HD, or USA HD).

1. TV Channels must be grouped by content. [PPV-Optional, Local HD Channels, HD National Channels (news, sports, entertainment, premium movie channel)]; STD Definition (news, weather, children, sports, entertainment)

2. HD Content

By June 30, 2011 all properties must have LCD HDTV's installed, including all guest rooms, the Pavilion, the Bar and the fitness center. In addition to the channel information listed above all televisions must offer channels of High Definition content.

B. No Duplication in Analog

Channels offered in HD do not need to be duplicated in analog.

1706.04 On-Demand Movies

A. No X-rated Movies

Any type of material, activity, or entertainment that is not in conformity with the high standards associated with the Brand name must not be displayed on the premises. X-rated movies must not be shown or televised on public space television.

B. Ability to Block Service

The property must ensure that the property guest can block, by request, some or all Pay-Per-View television channels.

C. This line item intentionally left blank.

1706.05 This standard intentionally left blank.

1706.06 Public Space Music/On-Hold Messaging

A. Music System

Properties must provide audio systems, background music and on-hold messaging.

B. This line item intentionally left blank.

C. This line item intentionally left blank.

D. This line item intentionally left blank.

E. This line item intentionally left blank.

F. Quality New Materials

1. All equipment and materials must be new and conform to applicable UL, CSA, FCC and ANSI provisions. Take care during installation to prevent scratches, dents and chips; equipment with significant or disfiguring cosmetic flaws will be rejected.
2. High purity stranded copper cable; insulation dielectric appropriate to signal and code requirements; foil or braid shield must be used. Install in plenum (metallic conduit, wire-way,) or flex, unless otherwise noted or instructed. No substitutions are allowed without specific written approval. All cable for a given wiring category must be consistent. For example, if Belden 9464 is chosen for line level wiring, all line level wiring must be done with this cable. Not all acceptable cables listed below may be employed in the system. Molded cable/connectors are not acceptable for audio, video or control circuits, except computer signal interconnection or AC power cords. All equipment must be provided with signal and/or control cabling, whether or not specifically shown on the conduit and wiring drawings. The overall cable diameter is shown in inches.
3. Cable Connectors: Employ only new, first-quality connectors, assembled, wired and installed according to the manufacturer's instructions. Do not mount connectors in inaccessible locations or splice cables. Connectors must be keyed to prevent improper insertion and include strain relief mechanisms that firmly grip the cable. All audio, video and control connectors not a part of manufactured equipment (BNC, XLR, phono, video patch, card edge, multi-pin, spade lug, etc.) must have gold-plated contacts. Exceptions are ¼" telephone and audio patch plugs.
4. Electrical Contractors and the Scheduled Work of Other Trades

Conduit; wire-ways; floor, wall, pull and junction boxes; and AC power circuits and ground wiring to the A/V system power box(es), permanently installed in the building or in architectural millwork, must provided by the Electrical Contractor.

The franchisee must provide either an analog telephone line or Ethernet connection for ProFusion X communications and updates and an on-hold music input in the specified telephone system.



1706.07 This standard intentionally left blank.

1707.00 Convenience

- 1707.01 Automated Teller Machines (ATMs)
Refer to [Section 1006.00](#).

1708.00 Accessibility

- 1708.01 Americans With Disabilities Act (ADA) Compliance
A. Telecommunications compliance

Each property must comply with all ADA requirements concerning telecommunications.

- B. This line item intentionally left blank.

1708.02 This standard intentionally left blank.

1709.00 Mobile Telephone and Wireless Devices

- 1709.01 Hilton Worldwide Security Standards

The use of *all* Cellular Telephone and Wireless PDA Devices must conform to Hilton Worldwide's security standards established for Personal Wireless Devices as stated below. "Personal Wireless Devices" means personal wireless electronic devices, including devices that are configured to receive Hilton Worldwide e-mail and/or process confidential information or Credit Cardholder Data, and which may also connect to Hilton Worldwide's network or systems either directly or indirectly. Some types of Personal Wireless Devices may have advanced features, such as e-mail or the ability to run applications. Examples of Personal Wireless Devices include personal digital assistants, netbooks, laptops and other personal computers, BlackBerries, iPhones and other smartphones and cellular, Internet or other telephones.

- 1709.02 Access to Hilton Worldwide's Network

Users must not configure any Personal Wireless Devices to access Hilton Worldwide's network or e-mail without first submitting a Mobile Telephony Request Form to HTS.Mobile@Hilton.com, and obtaining approval from the Company to do so, or otherwise following a pre-approved Hilton Worldwide procedure (e.g., Outlook Anywhere or Company-provided VPN).

- A. Passwords

A password is required on Personal Wireless Devices to protect against unauthorized access:

1. The password length is a minimum of five (5) characters
2. Password complexity is *not* required

[Information Security](#)

[Outlook Web Access \(OWA\)](#)

1709.02 *continued*

3. The password must be changed every 90 days

B. Security

1. The device must be set to lock access when unattended. Automatic keyboard locking/screen blanking must be set to 30 minutes or less.
2. Users of Personal Wireless Devices must not set or change the device's configuration to disable or prevent the remote erasure or disablement of the device.
3. Users of Personal Wireless Devices must set the "owner information" on the device to reflect the user's name, contact information and, for Personal Wireless Devices owned or issued by Hilton Worldwide, identify the Hilton Worldwide company with which they are affiliated. If possible, users must configure the device so that this information is displayed when the device is screen-locked.
4. Users must not download unauthorized applications to Personal Wireless Devices, including, but not limited to, peer to peer file sharing tools, such as µTorrent, BitComet, Limewire, Azureus or other BitTorrent clients.
5. Users must not store Confidential Information or Credit Cardholder Data, on any third party data storage or data sharing product, such as Apple's iDisk or MobileMe.
6. Users must not leave Personal Wireless Devices unattended in any location where an unauthorized person may access or take the device.
7. Users must restrict their use of Personal Wireless Devices to locations where they will not be overheard by unauthorized third parties, when having conversations in which Confidential Information or Credit Cardholder Data will be discussed.

C. Data

1. The data on all Personal Wireless Devices will be remotely erased (wiped), and/or the device will be disabled:
 - a. After 10 consecutive unsuccessful login attempts
 - b. In connection with returns, repairs or servicing of Personal Wireless Devices
 - c. When the device is reported lost or stolen
 - d. Upon the user's departure from their current business unit (e.g., department, division or position) or the Company (e.g., termination, resignation, retirement, termination of franchise agreement, etc.).
2. Data storage encryption must be enabled using 3DES, 256 bit AES or better strong encryption.
3. Data transmission encryption must be enabled using 3DES encryption, SSL and/or HTTPS or better.

[Information Security](#)

1709.02 *continued***D. Lost or Stolen Devices**

The user must immediately report all lost or stolen Personal Wireless Devices, suspected or confirmed, to his or her supervisor, and to the Hilton Worldwide Technology Support team at HTS.Mobile@Hilton.com or +1 (901) 748-7870. Owned and managed property users must contact the Hilton Worldwide Information Security Department at InformationSecurity@hilton.com or +1 (901) 748-7990.

E. Disclaimers

1. Irrespective of whether Hilton Worldwide supports or has approved any type of Personal Device, Hilton Worldwide is not responsible for, and disclaims liability for the functioning or non-functioning of Personal Wireless Devices, disruptions in non-Hilton Worldwide related voice or data service, or functionality, on Personal Wireless Devices, or the alteration, unavailability or loss of non-Hilton Worldwide related data, information or materials on Personal Wireless Devices.
2. Subject to the requirements and limitations, if any, of applicable local laws or regulations:
 - a. Hilton Worldwide retains the right to conduct post-incident forensics, and other investigations, on Personal Wireless Devices that are not owned or issued by the Company.
 - b. Upon request by authorized Hilton Worldwide personnel, the user will promptly provide the device to Hilton Worldwide, and will cooperate with Hilton Worldwide as requested (e.g., by not modifying the data contained on the device or the device's configurations), in connection with such investigations.

Hilton Worldwide will use reasonable efforts to restrict its access, use and other processing of non-Hilton Worldwide data, information and materials contained on the device, but cannot guarantee that no such access, use or other processing will occur.

[Information Security](#)

2500 DESIGN AND CONSTRUCTION

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Overview

The following Design and Construction Standards, in conjunction with the prototype drawings, represent the requirements established for design of a Hilton Garden Inn property. If discrepancies are found between the standards and prototype drawings, the Architecture and Construction ([A & C](#)) Department of Hilton Worldwide will clarify. See <http://www.hiltongardeninnfranchise.com> for prototype drawings and applicable standards. All franchisees are responsible for referencing the most current Design and Construction Standards and up-to-date prototype design. It is the franchisee's responsibility to ensure that this information is incorporated into the construction documents per the License Agreement. Reduction of scope below these Design and Construction Standards will not be permitted. If these Design and Construction Standards are exceeded, increased by, or differ from any local requirements, the more stringent must govern.

Hilton Worldwide, when giving approval for projects, may alter requirements contained herein in accordance with the project's local market, custom or practice.

The Design and Construction Standards apply to the following situations:

1. New construction projects
2. Remodeling, refurbishing, renovation, and additions to existing properties
3. Change of ownership, renewal of a license agreement, conversion, or adaptive reuse

Codes

The franchisee is responsible for compliance with all applicable laws, codes and/or other governing building, zoning and design regulations. In the event applicable local codes and regulations exceed the requirements contained herein, the local codes and regulations must be construed as minimum requirements. All discrepancies found between these Design and Construction Standards and applicable local codes must be brought to the attention of Hilton Worldwide. Where designs deviate from applicable codes and regulations, approval or acceptance by the authority having jurisdiction must be documented and kept on file.

Hilton Worldwide is not responsible for review of documents for compliance with local codes. It is the responsibility of the franchisee to meet or exceed these local regulations.

2501.00 Exterior

Refer to [Section 2514.00, Technical Criteria](#), for requirements applicable to this section.

2501.01 Utilities

- A. All utilities in the development must be provided underground. If local service is above ground, provisions must be made at the property line for underground service.

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[Prototype Drawings](#)

- B. Provide complete surface and subsurface drainage systems to collect and dispose of all surplus ground water. All site drainage must flow away from buildings. No site drainage is allowed to cross over walkways or pedestrian areas. Ponding is not permitted.
- C. Building rainwater must be collected in gutters and downspouts or in an internal drainage system. Downspouts must have splash blocks and carry water to a landscape area or to the storm sewer system.
- D. Hose bibs must be installed every 50'-0" (15.2 m) around the main building perimeter and at the loading dock, trash compactor/container, outdoor swimming pool deck and porte cochère.
- E. Retaining walls located in public areas must be of a stone or masonry veneer.
- F. Satellite dishes must be screened from view at the rear of the site or on top of the building.

2501.02 Landscaping

- A. Landscaping is required in all areas of the site not covered by pavement or a structure.
- B. Landscaping must be as comprehensive as possible based on local climate. Special emphasis must be placed on landscaping at the front entrance and along primary drives.
- C. Evergreens must be provided at the front entrance with a minimum height of 4'-0" (1.2 m).
- D. Extensive perimeter landscaping is required around the outdoor swimming pool area.
- E. Provide a minimum 3'-0" (915 mm)-wide planting area around the building.
- F. Special landscaping or fencing is required to screen off unsightly areas or equipment such as gas meters, transformers, service entries, etc., without interfering with accessibility or operation. Chain link or barbwire-type fencing is not permitted.
- G. Initial specimens must be of a size to give the impression of maturity at property opening.
- H. All landscaped areas must be automatically irrigated. Areas immediately adjacent to the building must be designed so that coverage will not stain or discolor the building facade.
- I. Prototypical landscape plans must be followed for design concepts. These are located online at www.hiltongardeninnfranchise.com
- J. This line item intentionally left blank.

2501.03 Sidewalks/Patios

- A. Exterior paved walks must be a minimum of 5'-0" (1.52 m)-wide and be of non-slip design and texture. They must be exposed, broom-finished concrete, or better. Access panels and manholes are not permitted in walkways.
- B. This line item intentionally left blank.
- C. This line item intentionally left blank.

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- D. This line item intentionally left blank.
- E. This line item intentionally left blank.
- F. Properties that are 100 percent non-smoking must provide a designated area for smoking with the following attributes when located outdoors.
 - 1. Be identified with signage
 - 2. Be landscaped with mature shrubs and flowering plants for privacy
 - 3. Provide overhead protection from the elements that is a permanent structure and is cohesive with the main building design. Size of covered space must equal 0.4 ft² (0.04 m²) per guestroom. Hilton Worldwide must approve location and design.
 - 4. Have heaters in climates where applicable
- G. All patios must be broom-finished concrete with 4'-0" (1.22 m) grid pattern, brick pavers or decorative stamped concrete.
- H. This line item intentionally left blank.
- I. This line item intentionally left blank.
- J. This line item intentionally left blank.
- K. When provided, fire pits must be permanent and fueled by natural gas or propane. Bowl must be metal, concrete or stone and must receive approval. Automated operation must be [UL](#) approved.
- L. Exterior railings at steps, ramps, landings, retaining walls and exterior swimming pools must conform to local and state codes and must be fabricated from Duracron 600™ electrostatically-finished aluminum or vinyl.
- M. This line item intentionally left blank.
- N. This line item intentionally left blank.

2501.04 Building Exterior

- A. The following are acceptable building materials, subject to approval.
 - 1. Exterior Insulated Finish System ([EIFS](#))
 - a. The exterior cladding system must be a secondary barrier and drainage exterior insulation and finish system, applied to minimum 5/8" (15.88 mm) DensGlass Gold Gypsum Sheathing or approved equal. A fluid-applied, acrylic polymer-based membrane, troweled over the self-adhesive reinforcing mesh at sheathing points and directly to the entire surface of the sheathing is required for a weather and air barrier.
 - b. Adhere strictly to the approved EIFS system manufacturer's long-form specifications, installation procedures, and other guidelines. Pre-approved manufacturers are Corev, Dryvit and Sto.

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2501.04 *continued*

2. Brick
 3. Stone
 4. Cementious planks
 - a. Allowed only when required by local jurisdiction. Documentation must be provided from the local jurisdiction during the design phase prior to Hilton Worldwide approval.
 - b. Lap siding or 4'-0" (1.22 m) x 8'-0" (2.44 m) panels and trim.
 - c. Must be in combination with another approved material. Forty percent maximum of building façade allowed.
 5. Stucco (allowed with prior approval)
 6. Vinyl siding is must not be used.
 7. This line item intentionally left blank.
 8. This line item intentionally left blank.
- B. Roof materials must meet the following requirements:
1. Single-ply, non-ballasted, directly adhered, roofing system
 - a. Roofing must be installed by a certified roofing contractor and carry a 20-year warranty.
 - b. This line item intentionally left blank.
 2. Asphalt/fiberglass shingles. Shingles must be 245 pounds per square minimum, textured, irregular, and dimensional. Color must be approved.
 3. Metal roofing must be 24-gauge, prefinished with a 12" (305 mm)-wide panel, Kynar 500 finish with the appearance of a standing seam of 1-1/2" (38.1 mm) height. Metal roofing and accessories must be fabricated and installed in accordance with [SMACNA](#). All flashing, edges, trim, valleys, etc., must be the same color and finish as the roofing. Colors must be approved.
- C. Roof vents, exhaust caps and other penetrations must be painted a color compatible with the roofing color on gabled roofs and be hidden from view on flat roofs.
- D. This line item intentionally left blank.
- E. All rooftop and ground-mounted equipment must be screened from view.
- F. Allowed roof-mounted equipment at the one-story Pavilion building is limited to the following due to low parapet heights:
1. Make-up air equipment
 2. Public restroom exhaust fans
 3. Compressor units for the Pavilion Pantry® equipment

[Hilton Garden Inn Franchise](#)[Prototype Drawings](#)

2501.04.F *continued*

4. Packaged [HVAC](#) equipment for the Pavilion (excluding offices, kitchen, bar, restroom and pre-function areas). Equipment must be positioned directly behind the sloped Pavilion roof and enter the building through roof dormers.
 5. Condensing units for the Pavilion split system
 6. Meeting room HVAC equipment can be placed above the meeting area if the parapet is raised to screen the equipment or else a roof top equipment screen is used.
- G. Gutters and downspouts are required for gabled roofs and must be pre-finished or painted the color of the adjacent building material.
- H. Antennae must not be taller than any parapet wells. Cell phone antennae or any other antennae that are not used for the operation of the property must not be on the building.
- I. Louvers
1. Louvers for laundry and kitchen ventilation must be Kynar painted aluminum with storm-proof blades in a color that matches the adjacent exterior wall color.
 2. Exterior louvers, when aligned with guestroom windows, must be the same size and finish as the window frames.
 3. Miscellaneous louvers of various sizes must be painted to match the adjacent wall color. Louvers must be combined into one larger louver when possible except at the laundry when exhaust may impact make-up air.
- J. This line item intentionally left blank.
- K. This line item intentionally left blank.

2501.05 Porte Cochère

- A. A porte cochère is required.
- B. This line item intentionally left blank.
- C. The width of the drive aisle must be at least 24'-0" (7.32 m). The drive aisle must ramp up to level of walk at drop-off. Provide accessible drop-off.
- D. This line item intentionally left blank.
- E. Porte cochère height clearance must not be less than 12'-6" (3.81 m).
- F. This line item intentionally left blank.
- G. This line item intentionally left blank.
- H. The drive lane under the porte cochère must be a decorative non-slip surface such as brick, stone, tile pavers or stamped concrete. Painted finishes are not permitted. Hand-troweled, scored concrete, floated concrete or asphalt must not be used.

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- I. Porte cochère support columns and other features at the building entry that are susceptible to damage by car doors, luggage carts, etc., must be finished with a high-quality, hard-durable material. Exterior insulation finish system, if used in these areas, must be designed to resist impact.

J. This line item intentionally left blank.

K. This line item intentionally left blank.

2501.06 Parking

A. Surface Parking

1. The parking area must accommodate a minimum of one space for each guestroom. Additional spaces may be required contingent on local code requirements, employee parking requirements, and meeting room needs.
2. In projects that exceed prototype meeting space requirements, one additional parking space for each 55 ft² (16.76 m²) of additional meeting space or the minimum amount of parking as required by local zoning, whichever is greater is required.
3. The minimum width of parking spaces is 9'-0" (2.74 m) from centerline to centerline of car space lines.
4. Where permitted by local code, smaller parking spaces, 8'-6" (2.59 m) minimum width, may be provided for compact automobiles. Size and percentage must be approved. Smaller spaces must be labeled "compact".
5. The minimum length of parking spaces from curb to drive line is 18'-0" (5.49 m).
6. The driveway minimum width is 24'-0" (7.32 m).
7. All planters, shrubbery, columns, signs, light fixtures, posts, etc., which are located in vulnerable positions must be protected by means of curbs and/or bumper guards.
8. Parking and drive areas must be concrete or sealed asphalt.
9. Parking areas must provide positive drainage.
10. Heavy-duty, 6" (152 mm)-thick concrete must be used at service yard, trash collection area and loading areas.
11. Handicap-accessible parking spaces, associated ramps, signage and access to the building must be provided as required by [Section 2517.00](#). These spaces must be marked with the international wheelchair symbol on posts and on pavement.
12. Continuous 6" (152 mm) concrete curbs and gutters are required at all drives and paved areas. Asphalt curbs are not allowed. Turned-down sidewalk slab edges are permitted on interior perimeters within 5'-0" (1.52 m)-wide sidewalks if landscaped areas are provided.
13. Dead-end parking drive areas are not permitted.

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[Prototype Drawings](#)

[Signage Resources](#)

B. Parking Garage/Covered Parking

All of the requirements for surface parking, as well as the following, apply to garages and covered parking.

1. In multi-level garages, an elevator(s) is required. The garage elevator must provide access to the front desk area only. It is not allowed direct access to the guestroom floors or other guest areas unless accessed by use of guestroom key cards within the elevator.
2. Where multi-level garages are provided, exit stairwells must meet the same requirements as for the property.
3. Suspended acoustical tile ceilings are not permitted.
4. Light fixtures must be suitable for outdoor installation. Wrap-around type fluorescent fixtures are not permitted. Exposed bulb fixtures are not permitted. Fixtures must be located outside of drive lanes.

2501.07 Flagpoles

- A. One 30'-0" (9.15 m) flagpole is required for the national flag. In addition, one 35'-0" (10.67 m) pole for the national flag and two 25'-0" (7.62 m) poles, one for the state and one for the Brand flag, are permitted. Flagpole finish must coordinate with exterior materials and color schemes.
- B. Ground-mounted floodlights must be provided for all flagpoles. The flags must be illuminated from dusk until dawn.

2501.08 Exterior Lighting/Electrical

- A. This line item intentionally left blank.
- B. This line item intentionally left blank.
- C. Parking lot light fixtures are not permitted to be used for building uplighting.
- D. This line item intentionally left blank.
- E. This line item intentionally left blank.
- F. This line item intentionally left blank.
- G. Building or parking lot lighting is not permitted to be mounted on any part of the building.
- H. Exterior lighting must be controlled by a photo-electric cell with a manual override switch or be time clock calibrated to provide illumination from dusk to dawn. The control system must switch all lights on and off simultaneously.
- I. The parking area must be illuminated. Light fixtures must be pole mounted. Building, wall or parapet-mounted lights are not permitted for parking lot lighting.
- J. Provide exterior outlets at the main entry and around the building perimeter at 200'-0" (61 m) intervals. Outlets must be waterproof and [GFI](#) protected.

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2502.00 Lobby Area

Refer to [Sections 2514.00, Technical Criteria](#), and [2515.00, Furnishings, Fixtures and Equipment](#), for requirements applicable to this section.

2502.01 Vestibule

- A. Aluminum and glass automatic doors are required at the entry. Automatic doors must be sliding with an approximately 6'-0" (1.83 m) opening. The depth of the vestibule must be 12'-0" (3.66 m). Finish for the aluminum entrance work must be a Kynar painted finish and match the color specified for the windows. Automatic doors must have a breakaway feature.
- B. Any deadbolts on the doors must be disengaged.
- C. This line item intentionally left blank.
- D. An electronic key card reader with electronic lock interface and intercom is required at all main entry vestibules. The intercom and electronic lock interface must terminate at the front desk. Provide an interface switch at of the front desk to release the vestibule's electronic lock. The entrance must be within line of sight of front desk or else a security camera must be provided.
- E. This line item intentionally left blank.
- F. Finishes
 - 1. Floor
 - a. Tile
 - b. Base
 - 1) 6" tile
 - 2. Wall
 - a. Vinyl wallcovering
 - 3. Ceiling
 - a. Paint on gypsum
 - b. Acoustic ceiling tile
- G. This line item intentionally left blank.
- H. This line item intentionally left blank.

2502.02 Lobby (Pavilion)

- A. This line item intentionally left blank.
- B. This line item intentionally left blank.

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2502.02 *continued*

- C. The Pavilion building must include the entry, focal wall, front desk, Library, Pavilion Pantry®, and restaurant inclusive of the cupola lounge, buffet, restaurant dining, media center and bar/lounge.
- D. The Library must be sectioned off from the rest of the Pavilion by mullioned glass doors. Blinds must be provided between the Library and the lobby.
- E. The iconic Garden Gate must be provided inside the main entry as a separation screen between the entry and the cupola lounge. The Garden Gate design must be pre-approved by Hilton Worldwide.
- F. An accessible area designated for luggage carts must be provided in the entry vestibule or in an alcove near the elevator/front desk.
- G. Finishes
 - 1. Floor – Refer to prototype for required locations.
 - a. Carpet inset – in Library
 - 1) 36 oz. or better
 - 2) 17 oz. carpet tile
 - b. Tile
 - 1) Tile must be tonal in color.
 - 2) Light colored grout must not be used.
 - 3) Tile floor with inset carpet must be used.
 - c. Base
 - 1) 6" wood
 - 2) 6" tile
 - 2. Wall
 - a. Vinyl wallcovering
 - b. Paint
 - 3. Ceiling
 - a. Paint on gypsum
- H. Fireplace
 - 1. This line item intentionally left blank.
 - 2. This line item intentionally left blank.
 - 3. This line item intentionally left blank.

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2502.02 *continued*

4. A prefabricated vented fireplace must be provided with manufacturer's full-width heavy-duty cast iron bar grate, true-flame gas-fired, molded ceramic cast oak logs with loose embers and cinders.
5. The fireplace must have a pilot light and key-operated starter. Gas supply must automatically shut off when pilot light is extinguished.
6. A remote control located at front desk must be provided and connected to the fireplace starter.
7. This line item intentionally left blank.
8. Fireplace must have double-pane bi-fold glass doors for safety. Doors must be fully-tempered clear glass with polished exposed edges, top and bottom rails, pull handles and positive spring closure.

I. Lighting

1. This line item intentionally left blank.
2. General lighting in the Pavilion area must be a mixture of recessed and cove lighting fixtures. All lighting must be dimmable and programmable with a minimum three-scene setting capability.
3. This line item intentionally left blank.
4. This line item intentionally left blank.
5. This line item intentionally left blank.
6. This line item intentionally left blank.
7. This line item intentionally left blank.
8. Recessed AV/power ports must be provided in the top of the Library conference table.

J. Furnishings, Fixtures and Equipment

1. The minimum number of seats within the Pavilion, excluding the Library, must equal 40 percent of the guestroom count (see prototype drawings for seat layout). Market specific variations may require more seating.
2. Lobby entry seating must be provided as follows:
 - a. Seating for six must be provided just inside the main entry.
 - b. A modular sofa/bench must be located to side of entry vestibule, opposite the media center.
3. This line item intentionally left blank.
4. This line item intentionally left blank.

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2502.02.J *continued*

5. This line item intentionally left blank.
6. The Library must contain the following:
 - a. A conference table with seating for ten must be provided.
 - b. Lounge chairs with side tables must be provided.
 - c. A console unit with adjustable shelving enclosed behind doors is required.
 - d. A 42" minimum television must be wall mounted. A DVD player must be connected to the television and must be kept hidden except when in use. The television must also be connected to the junction box in the conference table.
7. This line item intentionally left blank.
8. This line item intentionally left blank.
9. This line item intentionally left blank.
10. This line item intentionally left blank.
11. This line item intentionally left blank.
12. This line item intentionally left blank.
13. This line item intentionally left blank.

2502.03 This standard intentionally left blank.

2502.04 Front Desk

- A. See prototype drawings for front desk layout and requirements.
- B. This line item intentionally left blank.
- C. Finishes
 1. Floor
 - a. Tile
 - b. Base
 - 1) 6" wood
 - 2) 6" tile
 - c. Tile must be tonal in color.
 - d. Light colored grout must not be used.

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2502.04 *continued*

2. Wall

- a. Vinyl wallcovering
- b. Paint
- c. Molded panels above base cabinets, all framed by wood trim, are required behind front desk. Refer to prototype for details.
- d. Accent paint must be provided on the back wall of the front desk not covered by panels/millwork, as shown on the prototype.
- e. The HGI logo is the only artwork allowed on the back wall.

3. Ceiling

- a. Paint on gypsum

D. This line item intentionally left blank.

E. The front desk must have a lowered section for use by guests in wheelchairs as required by [Section 2517.00.](#)

F. This line item intentionally left blank.

G. This line item intentionally left blank.

H. This line item intentionally left blank.

I. Front Desk Millwork

1. The front desk must be freestanding, open on both sides. Refer to the prototype drawings for required detailing.
2. The front desk finishes must be as follows:
 - a. Guest countertop must be granite or engineered stone. Neither stone tiles nor cultured marble are permitted.
 - b. The guest side of the front desk cabinetry must be stained wood or other approved material.
 - c. The employee side of the front desk, counters and cabinetry, is allowed to be high-pressure plastic laminate.
3. Enclosed cabinetry with lockable doors and drawers must be provided behind the front desk. No visible hardware is allowed. Magnetic touch latches are required. Cabinetry to be a minimum of high-pressure plastic laminate with an engineered stone countertop. All other materials subject to review and approval.

J. This line item intentionally left blank.

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K. This line item intentionally left blank.

L. Electrical

1. An interface switch to release the vestibule's electronic door lock must be provided and must be built into the front desk.
2. Each workstation must have the following as a minimum:
 - a. Above the counter: a duplex electrical outlet, single telephone line and single data port. Dedicated telephone lines are required.
 - b. Below the counter: two quad electrical outlets and two data ports. All outlets must be dedicated and isolated ground, 20A.
3. The electrical outlets below the desk must not be on the same 20 [amp](#) dedicated isolated grounded circuit as the outlets above the desk. Each dedicated circuit may provide power up to three workstations per 20A circuit.
4. Extension cords and power strips are not allowed.

M. Furnishings, Fixtures and Equipment

1. This line item intentionally left blank.
2. This line item intentionally left blank.
3. This line item intentionally left blank.
4. This line item intentionally left blank.
5. Safe-deposit boxes must be provided behind doors in the cabinets behind the front desk. A minimum of one box for every 20 guestrooms or no less than five, whichever is greater, must be provided. These boxes are still required when in-room safes are provided.
6. This line item intentionally left blank.
7. This line item intentionally left blank.
8. This line item intentionally left blank.
9. Specified equipment for each workstation must be coordinated with the openings provided within the front desk millwork to ensure proper fit.
10. Computer monitors must not be within guest view above the countertop.

2502.05 This standard intentionally left blank.

2502.06 This standard intentionally left blank.

2502.07 This standard intentionally left blank.

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2502.08 This standard intentionally left blank.

2502.09 Luggage Room

- A. A luggage room area must be provided within the front office area.
- B. Finishes
 - 1. Floor
 - a. Vinyl composite tile
 - b. Base
 - 1) 4" rubber or vinyl
 - 2. Wall
 - a. Paint
 - 3. Ceiling
 - a. Paint on gypsum
- C. The luggage room must be designed to accommodate a combination of hanging racks and storage shelving units covered in industrial carpet [2'-0" (600 mm) D x 6'-0" (1.8 m) H]. Provide approximately 25 percent hanging racks and 75 percent shelving units. Each shelf must have a minimum weight allowance of 350 lbs. (159 kgs).

2502.10 This standard intentionally left blank.

2503.00 Public Restrooms

Refer to [Sections 2514.00, Technical Criteria](#), and [2515.00, Furnishings Fixtures and Equipment](#), for requirements applicable to this section.

- A. There must be one restroom each for men and women in the lobby area. The restrooms must not open directly into the lobby. The number of lavatories, stalls and urinals required are as indicated on the prototype drawings or as dictated by code, whichever is more stringent.
- B. All restroom entrance doors must be a minimum of 3'-0" (915 mm)-wide solid-core door with self-closing hardware. Privacy set is required with lever handle at the entrance door, except in multi-stall restrooms. Entry doors for multi-stall restrooms are not allowed to be lockable and must have push/pull plates.
- C. Kick plates must be provided on the push side of public restroom doors. Kick plates may be omitted if the doors have a plastic laminate veneer.

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2503.00 *continued***D. Finishes**

1. Floor
 - a. Tile
 - b. Base
 - 1) 6" tile
2. Wall
 - a. Vinyl wallcovering
 - b. Tile
 - c. Floor to ceiling tile is required on wet walls as a minimum.
3. Ceiling
 - a. Paint on gypsum

E. Restroom Partition Stalls

1. Restroom and urinal partitions are required in multi-stall restrooms. Wall-mounted partitions must be provided between all urinals.
2. Restroom partitions and doors, where applicable, must be plastic laminate or better. Painted metal partitions are not acceptable.
3. Restroom partition doors must be hung from the same side.
4. Restroom partition doors must be a minimum of 2'-6" (0.762 m) wide and be self-closing.

F. Provide the following accessories:

1. This line item intentionally left blank.
2. A combination sanitary seat cover/toilet tissue dispenser (and napkin disposal in women's) in each toilet stall. Toilet tissue dispensers must be a non-restrictive type. A reserve dispenser must be included in each unit.
3. Coat hook mounted at 48" (1.22 m) above the finished floor on the back of toilet partition doors.
4. This line item intentionally left blank.
5. Decorative facial tissue dispenser
6. A sanitary napkin/tampon-dispensing machine (complimentary) in women's restroom
7. Undermount liquid soap dispenser
8. An automated touchless towel dispenser

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2503.00 *continued*

9. Trash receptacle as a free-standing decorative unit, or undercounter in multi-stall restrooms, with a cut-out in the vanity countertop
10. Baby changing station located in the accessible stall
- G. All finishes (accessories, fixtures, hardware) must match.
- H. This line item intentionally left blank.
- I. Exhaust Ventilation
 1. Interlock toilet exhaust fan with an air handling system that provides makeup air for the exhaust air volume. Operate fans continuously.
 2. Maintain the toilet room negative with respect to adjacent areas by exhausting ten percent more air flow that is supplied directly to the room.
- J. Plumbing
 1. Install chrome-plated brass floor drain and slope floor for proper drainage.
 2. Provide shock absorbers on all flush valve systems with isolation valve and access door for maintenance.
 3. Exposed piping must be chrome-plated.
 4. Provide vitreous china, wall-mounted, low-flow toilets with elongated bowls and flush-valve operation.
 5. Toilet seats must be white, solid plastic, open front and self-closing.
 6. This line item intentionally left blank.
 7. Provide vitreous china wall-mounted urinals with chrome-plated brass flush valves.
 8. All fixtures must be white and identical.
 9. This line item intentionally left blank.
 10. This line item intentionally left blank.
 11. This line item intentionally left blank.
 12. Two-lever, with an 8" (203 mm) spread, plated brass faucets are required. Finishes must be brushed or polished chrome or nickel, or stainless steel.
 13. A drinking fountain is required near the public restrooms. The unit must have a decorator front. Painted fronts are prohibited.
- K. This line item intentionally left blank.

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2503.00 *continued*

- L. Granite vanity tops must be provided. They must be 3/4" (19.05 mm)-thick with polished edge, polished sink cutout for undermount china bowl. 4" (102 mm) back and side splashes with polished and eased edge must be provided. Plastic laminate tops must not be used. A vanity front or apron that complements the counter top material is required to conceal plumbing.
- M. This line item intentionally left blank.
- N. Lights in public restrooms must have a "keyed" switch or a motion sensor. The motion sensor must have a delay of 30 minutes from the last detection of movement in the defined area prior to shut down. A minimum light level of two foot-candles must be maintained when the sensor detects the room is unoccupied.
- O. This line item intentionally left blank.
- P. A [GFCI](#) convenience electrical outlet must be located on a sidewall of the vanity if allowed by local codes.
- Q. Furnishings, Fixtures and Equipment
 - 1. A decorative framed mirror with a minimum frame width of 2" (51 mm) is required above all vanities.
 - 2. The vanity mirror must be installed with the reflective surface no higher than 40" (1.01 m) above the finished floor. The top of the reflective surface must be at least 78" (1.98 m) above the finished floor.
 - 3. Mirror placement must avoid creating sight line from the entry into the stalls of multi-stall toilets.
 - 4. This line item intentionally left blank.
 - 5. A decorative, framed, full-length mirror near the entrance of each of the men's and women's restrooms is required.

2504.00 Food and Beverage

Refer to [Sections 2514.00, Technical Criteria](#), and [2515.00, Furnishings Fixtures and Equipment](#), for requirements applicable to this section.

2504.01 Food Prep/Kitchen

- A. This line item intentionally left blank.
- B. Provide a kitchen directly adjacent to the lobby and dining area as shown on the prototype drawings.
- C. Receiving doors must have a lockset, kick plate and door closer with hold open feature.
- D. Serving doors must have push/pull plates, a view panel, kick plates and door closers.

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2504.01 *continued*

E. Finishes

1. Floor

- a. Quarry tile
- b. Base

1) Quarry tile

2. Wall

- a. Fiberboard reinforced plastic
- b. Tile
- c. Walls behind the cooking and dishwashing areas must be of masonry construction or full-height tile, stainless steel or fiberglass-reinforced panels.
- d. Walls behind display cooking that are visible to the guest must be full-height tile. Decorative tile is only allowed between the stove top and vent hood.

3. Ceiling

- a. Paint on gypsum
- b. Acoustic ceiling tile

F. This line item intentionally left blank.

G. This line item intentionally left blank.

H. Provide storage cabinets and/or racks.

I. This line item intentionally left blank.

J. This line item intentionally left blank.

K. A hand sink and soap dispenser must be provided.

L. Provide a grease trap for all kitchen fixtures and equipment discharging greasy waste including dishwasher pre-rinse only, pot and ware wash sinks, and floor drains in areas where grease is likely to accumulate. Grease traps serving all these fixtures must be located outside the building.

M. Grease drains that are directed to grease traps must use cast iron piping systems that allow mechanical cleaning when blockages occur.

N. Provide floor drains.

O. Provide a janitor closet in or adjacent to the kitchen. Janitor closet must have a mop sink, supply shelf and a mop and broom holder.

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P. Equipment:

Refer to Hilton Garden Inn prototype drawings for required equipment.

1. This line item intentionally left blank.
2. This line item intentionally left blank.

2504.02 Food and Beverage Storage

- A. Provide a lockable room for dry storage.

2504.03 Restaurant

- A. A restaurant is required that includes breakfast display cooking and buffet serving areas.
- B. The restaurant must include a dining area as well as an area of seating referred to as the cupola lounge.
- C. The cupola lounge must be positioned directly behind the Garden Gate, a Brand icon, adjacent to the restaurant dining. Refer to the prototype drawings for location.
- D. The restaurant must have direct access to the kitchen.
- E. A fully-equipped kitchen must be provided that is capable of preparing and servicing the demands of the facility.
- F. The restaurant is required to have concealed bussing stations, waitress stations and kitchen access.
- G. Restrooms must be easily accessible from the restaurant.
- H. Restaurant must have an outdoor dining terrace of approximately 650 ft² (60.39 m²) or larger.
- I. Finishes – Dining Area and Cupola Lounge
 1. Floor
 - a. Carpet
 - 1) 36 oz. or better
 - b. Base
 - 1) 6" wood
 - c. Accent carpet inset must be provided at the cupola lounge area.
 2. Wall
 - a. Vinyl wallcovering
 - b. Paint

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2504.03.I *continued*

3. Ceiling
 - a. Paint on gypsum
 - b. Ceiling height to be 11'-0" minimum.
- J. Finishes – Buffet Area
 1. Floor
 - a. Tile
 - b. Base
 - 1) 6" tile
 2. Wall
 - a. Paint
 - b. Accent paint must be provided on the chef's window wall.
 3. Ceiling
 - a. Paint on gypsum
 - b. Ceiling height to be 10'-0" minimum.
- K. The cold buffet counter must comply with the following:
 1. The countertop must be engineered stone. All other materials subject to review and approval.
 2. The counter must be 36" deep minimum.
 3. The cabinets must be stained or painted wood as a minimum.
 4. Upper cabinets must have tempered frosted glass doors.
 5. Hardware (pulls) is required for all cabinet doors and/or drawers.
 6. A cold pan and wall-mounted sneeze guard must be included.
- L. A counter height (34" H) buffet island is required to be centered within the buffet area. It must comply with the following:
 1. Base of island must be stained or painted wood, tile, or stone. Countertop must be engineered stone. Other materials subject to review and approval.
 2. Island base must include accommodations for an enclosed trash area.
 3. A grommet in the countertop must provide access to an electrical outlet which must support the breakfast buffet equipment.
 4. Island height must coordinate with the height of the counter-height table in the adjacent dining area to allow sharing of stools.

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2504.03 *continued*

5. Island must allow seating for six.
6. The island must transition during the day from a display counter at breakfast to an evening dining table for guests.

M. Electrical

1. Lighting must provide varying intensity levels, with the absolute minimum providing light to read a menu.
2. General lighting must be recessed with dimmer controls. Dimmer controls must have a preset three-scene setting capability. Locate the dimmer control panel at the service area concealed from public view.
3. Accent pendent lighting must be integrated into the design of the general dining area.
4. Suspended pendent sculpture must be provided at the cupola. Design is subject to review and approval.
5. Pendent light must be provided over the buffet island.
6. Electrical outlets must be provided above buffet countertops as required for specified equipment plus additional convenience. An outlet must also be provided within the base of the buffet island.
7. Electrical outlets must be provided along the perimeter wall of the dining area and at the base of each side of the dining banquette for guest convenience.
8. Electrical outlets must be provided in a convenient location for guest use at the media center.

N. Furnishings, Fixtures and Equipment

1. Seating must comply with the following:
 - a. Dining chair and stool seats must be upholstered using a vinyl fabric. Backs are required. When upholstered, they must be upholstered with commercial-grade cloth fabric. Arms are not required.
 - b. Counter-height stools must be provided at the counter-height table. Stools must be lightweight and be able to be relocated daily to the island within the buffet area. A metal foot guard must be provided on the front stretcher for durability. Arms are not required. The clearance from the seat to the top of the table is required to be 12" (305 mm) with no less than 8" (203 mm) provided for leg clearance from the seat to the bottom of the apron.
 - c. The required dining banquette must have seats that are upholstered in a vinyl material with fabric back upholstery. An element that mirrors the Garden Gate screen must be incorporated on top of the banquette. The design must be pre-approved by Hilton Worldwide.

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2504.03.N.1 *continued*

- d. Arm chairs provided within the cupola lounge must have upholstered backs and seats.
 - e. The required quarter-round banquette in the cupola lounge must have an upholstered seat and back.
 - f. The required cupola lounge sofa must be fully upholstered. Vinyl may not be used for upholstery. Seat height and firmness must be coordinated with the adjacent tables. Two throw pillows, minimum, must be provided on the sofa.
 - g. Vinyl upholstery is only allowed as a seat fabric in the dining area.
 - h. The media center, located to the side of the entry vestibule, must consist of lounge chairs (seating four), side tables, and ottoman or coffee table. A low cabinet with door fronts is required for book storage.
2. Dining tables must comply with the following:
- a. A counter-height dining table (approximately 36" H) provided on the perimeter of the dining area adjacent to the buffet area. Table height must coordinate with the height of the buffet island to allow sharing of stools. Table must allow seating for eight. No end seating allowed.
 - b. Dining-height tables (30" H) of random shapes and sizes to allow for flexibility. A minimum 40 percent of the tops must be 24" x 30" minimum. Refer to the prototype for grouping.
 - c. Tabletops must be high-pressure decorative laminate with a wood edge or better. The counter-height table must have an engineered stone top or better material.
 - d. Table bases must be designed to support tabletops without tipping over easily when weight is applied to one side.
3. Console table(s) with cabinet doors is required behind the cupola lounge sofa.
4. Stack chairs and folding banquet or temporary tables are not permitted.
5. A flat panel television, 32" and mounted vertically on an arm extension, must be provided for the menu board. It must be recessed in the wall (front panel to be flush with wall) directly adjacent to the chef's window in the buffet area. A USB port must be provided for menu upload.
6. Window treatment must be ceiling-mounted roman shades. Two-inch composite wood blinds are an acceptable alternative. Blinds must mount within the opening. A wood window cornice is required.
- O. A house telephone is required on the console table behind the cupola lounge sofa. Coordinate outlet location to prevent guest view of cord.

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2504.04 Bar

- A. Bar service must be provided unless the property is in a dry county or other extreme circumstance that is outlined and identified in the License Agreement with Hilton Worldwide.
- B. Bar/lounge must be located adjacent to the restaurant and have access to the kitchen. See prototype plans for bar configuration and location.
- C. Restrooms must be easily accessible from the bar/lounge area.
- D. Finishes
 - 1. Floor
 - a. Tile
 - b. Base
 - 1) 6" tile
 - c. Tile must be tonal in color.
 - d. Light colored grout must not be used.
 - 2. Wall
 - a. Paint
 - b. Accent paint must be provided on the interior walls of the lounge as shown on the prototype.
 - c. Tile must be provided between the lower and upper cabinets at the back bar wall and the service station wall.
 - 3. Ceiling
 - a. Paint on gypsum
 - b. Ceiling height must be 10'-0" minimum.
- E. Bussing stations, when provided, must be concealed.
- F. The bar must comply with the following: (Refer to the prototype drawings for specifics.)
 - 1. It must be a permanent fixture.
 - 2. Finish must be stained or painted wood, tile or stone with an engineered stone countertop. All other materials subject to review and approval.
 - 3. Purse hooks must be provided at the bar for guest convenience. Placement must be between stools rather than directly in front of each stool.

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2504.04 *continued*

- G. The back bar must comply with the following: (Refer to the prototype drawings for specifics.)
1. Finish must be stained or painted wood, tile or stone with an engineered stone countertop. All other materials subject to review and approval.
 2. Upper cabinets must have tempered frosted glass doors.
 3. Cabinetry must include closed shelving and open display shelving.
 4. Recessed areas must be provided for the required televisions.
 5. Open storage for wine bottles must be provided.
- H. Electrical
1. General lighting must be recessed with dimmer controls located behind the bar and concealed from guest view.
 2. Locate conveniently-placed electrical outlets on the perimeter wall of the lounge for guest convenience.
- I. Furnishings, Fixtures and Equipment
1. Seating must comply with the following:
 - a. Bar stools must have backs and vinyl upholstered seats. The clearance from the seat to the bar top is required to be 12" (305 mm) with no less than 8" (203 mm) provided for leg clearance from the seat to the bottom of the apron.
 - b. Lounge dining chairs must have upholstered backs and seats and be without arms. Seat backs must be upholstered with fabric and the seat with vinyl.
 - c. Bar lounge chairs must have fabric back and seat cushions. All fabric must be treated for soil and stain repellency.
 - d. The lounge banquette must be a wall bench with upholstered back and seat. The seat fabric must be vinyl and the back fabric must have an acrylic backing and be Teflon soil and stain repellent.
 2. Tables must comply with the following:
 - a. Tea-height tables (24" H) at the bar lounge chairs
 - b. Dining-height tables (30" H) that are round, 24" diameter minimum, at the lounge banquette
 - c. Dining-height tables (30" H) that are 24" x 30" minimum for deuce seating that can be easily combined for flexibility
 - d. Tabletops must be high-pressure decorative laminate with a wood edge or better. Glass tops are allowed at the bar lounge chairs but they must be tempered and polished on all edges.

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2504.04.1.2 *continued*

- e. Table bases must be designed to support tabletops without tipping over easily when weight is applied to one side.
- 3. Art must be provided. All art subject to review and approval.
- 4. Two 42" (106 mm) or larger televisions are required to be mounted at each side of the back bar. Televisions must be within clear view from the lounge seating area as well as a majority of the dining area within the restaurant.

2504.05 Complimentary Area

- A. This line item intentionally left blank.
 - B. This line item intentionally left blank.
 - C. This line item intentionally left blank.
 - D. This line item intentionally left blank.
 - E. A focal wall must be provided adjacent to the front desk. The wall must consist of back-lit glass with an applied graphic enclosed with a wood frame. Access must be provided to the light source. Refer to prototype drawings for required detailing.
 - F. A freestanding cabinet is required in front of the focal wall to serve as a coffee stand during breakfast. The cabinet must meet the following requirements:
 - 1. Cabinet doors must be provided to screen storage area and single trash receptacle.
 - 2. The countertop and backsplash must be an engineered stone or approved alternate. Trash grommet minimum size must be provided for access to receptacle located within cabinet.
 - G. This line item intentionally left blank.
 - H. This line item intentionally left blank.
 - I. This line item intentionally left blank.
 - J. This line item intentionally left blank.
 - K. This line item intentionally left blank.
 - L. This line item intentionally left blank.
 - M. This line item intentionally left blank.
 - N. This line item intentionally left blank.
 - O. This line item intentionally left blank.
- 2504.06 This standard intentionally left blank.
- 2504.07 This standard intentionally left blank.
- 2504.08 This standard intentionally left blank.

[Hilton Garden Inn Franchise](#)[Prototype Drawings](#)

2505.00 This standard intentionally left blank.

2506.00 Commercial Facilities

Refer to [Sections 2514.00, Technical Criteria](#), and [2515.00, Furnishings Fixtures and Equipment](#), for requirements applicable to this section.

2506.01 Sundries/Gift Shop

- A. This line item intentionally left blank.
- B. The Pavilion Pantry® must be a minimum of 70 ft² (6.5m²). It must be located adjacent to the front desk. Front desk personnel must have visual control of pantry area.
- C. This line item intentionally left blank.
- D. This line item intentionally left blank.
- E. Finishes
 - 1. Floor
 - a. Tile
 - b. Base
 - 1) 6" wood
 - 2) 6" tile
 - 2. Wall
 - a. Paint
 - 3. Ceiling
 - a. Paint on gypsum
- F. This line item intentionally left blank.
- G. All millwork shelving must be adjustable using concealed wall standards. Shelves must be at least 3/4" (19 mm)-thick and finished in plastic laminate or a stained wood finish to match the front desk. Provide lockable base drawers for storage.
- H. This line item intentionally left blank.
- I. This line item intentionally left blank.
- J. The finish and style of all millwork must match front desk millwork.
- K. This line item intentionally left blank.

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[Prototype Drawings](#)

2506.01 *continued*

- L. General lighting must be continuous, controlled by a key switch or have a disconnect at the circuit breaker.
- M. This line item intentionally left blank.
- N. Equipment
 - 1. A commercial-grade black exterior/white interior reach-in double door cooler/refrigerator and separate single glass door reach in freezer with self-contained condensation evaporation system must be provided for the pantry area. Unit must be [NSF](#) and [U.L.](#) approved with remote compressors. The units must have a minimum of four vinyl-coated adjustable shelves for product display. Exterior surfaces must be black. Interior surfaces must be white.
 - 2. Ice machines are not allowed in the space.
 - 3. This line item intentionally left blank.
 - 4. No brand endorsements are allowed on the refrigeration units.
 - 5. This line item intentionally left blank.

2506.02 Guest Laundry

- A. A guest laundry must be provided.
- B. This line item intentionally left blank.
- C. This line item intentionally left blank.
- D. The guest laundry is required to be located in an enclosed room adjacent to the fitness center.
- E. Entry door must have a closer and vision glass or sidelight in the adjacent wall for security.
- F. Finishes
 - 1. Floor
 - a. Tile
 - b. Base
 - 1) 6" tile
 - 2. Wall
 - a. Vinyl wallcovering
 - 3. Ceiling
 - a. Paint on gypsum
 - b. Acoustic ceiling tile

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2506.02 *continued*

- G. Provide a minimum 36" (915 mm) x 22" (559 mm) counter with a laminate top 34" (864 mm) maximum above the finished floor.
- H. Provide a floor drain and slope floor to drain. Drain cover must be brass.
- I. Conceal all electrical and plumbing connections behind the connected equipment.
- J. Lights must be wired with an occupancy sensor with 30-minute delay. A minimum light level of two foot-candles/20 [lux](#) must be maintained when the room is unoccupied.
- K. This line item intentionally left blank.
- L. This line item intentionally left blank.
- M. Furnishings, Fixtures and Equipment
 - 1. Provide a commercial-grade washer and one dryer with or without a coin operation feature. Dryers must be vented/exhausted to the exterior.
 - 2. A side chair with upholstered seat is required.
 - 3. This line item intentionally left blank.
 - 4. This line item intentionally left blank.

2506.03 Vending Area

- A. Equipment within the vending area must be located in an alcove or in an enclosed room to reduce noise and to somewhat conceal visibility – particularly in each elevator lobby.
- B. Finishes
 - 1. Floor
 - a. Tile
 - b. Base
 - 1) 6" tile
 - 2. Wall
 - a. Vinyl wallcovering
 - 3. Ceiling
 - a. Paint on gypsum
 - b. Acoustic ceiling tile
- C. A vision panel is required when doors are provided.
- D. Vending rooms with windows, located on the exterior wall, must have the same window covering treatment as adjacent spaces.

[Hilton Garden Inn Franchise](#)[Prototype Drawings](#)

2506.03 *continued*

- E. Each vending area must have one self-service ice machine on each floor capable of producing five pounds of ice per 24-hour period for each guestroom on the floor served.
- F. This line item intentionally left blank.
- G. Insulate all ice machine drain traps to prevent condensation.
- H. Provide recessed or decorative lighting that is wired to remain on at all times or have an occupancy sensor. Lights wired with an occupancy sensor must have a minimum light level of two foot-candles/200 [lux](#) maintained when the room is unoccupied.
- I. Open-bin type ice machines are not permitted. Sanitary ice dispensing machines which operate by push button, guestroom key card, or tokens are permitted, provided such tokens are freely given to guests upon arrival with additional free tokens to be available upon request (without limitations).
- J. This line item intentionally left blank.
- K. This line item intentionally left blank.
- L. This line item intentionally left blank.

2507.00 Meeting Facilities

Refer to [Sections 2514.00, Technical Criteria](#), and [2515.00, Furnishings Fixtures and Equipment](#), for requirements applicable to this section.

2507.01 This standard intentionally left blank.

2507.02 Meeting Rooms

- A. This line item intentionally left blank.
- B. This line item intentionally left blank.
- C. This line item intentionally left blank.
- D. All properties must provide a minimum of 750 ft² (69.67 m²) of meeting space to a maximum of amount of 5,000 ft² (464.5 m²).
- E. This line item intentionally left blank.
- F. There must be direct access from the meeting rooms to the lobby without exposure to the elements. It is permissible for properties to have meeting rooms on floors other than the lobby floor contingent upon the following:
 - 1. Exits and access to the stairwells
 - 2. Provisions for food service
 - 3. Convenient access to public restroom located on same floor

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2507.02 *continued*

4. Acoustical isolation from guestrooms
5. Convenient access to elevators

G. Finishes

1. Floor
 - a. Carpet
 - 1) 36 oz. or better
 - b. Base
 - 1) 6" wood
2. Wall
 - a. Vinyl wallcovering
3. Ceiling
 - a. Paint on gypsum
 - b. Acoustic ceiling tile
 - c. The minimum ceiling heights are as follows:

Meeting Room Minimum Ceiling Heights	
Area	Finished Ceiling Height
500 ft ² (46.45 m ²) – 2,000 ft ² (185.80 m ²)	11'-0" (3.35 m)
> 2,000 ft ² (185.80 m ²)	12'-0" (3.65 m)

H. Doors

1. Provide 180° door viewers in both entrance and service doors to meeting rooms. Install viewers at centerline of the doors, 60" (1.52 m) above the finished floor, looking into the meeting room.
2. Interior doors must be solid-core wood, plastic laminate or better finish. Painted hollow metal doors are not allowed for interior doors.
3. Meeting room entrance doors must be a minimum of 3'-0" (915 mm) x 7'-0" (2.13 mm), must swing flat and be held open against the corridor/prefunction wall. Paired doors must be no less than 3'-0" (915 mm) W by 7'-0" (2.13 m) H for each leaf.
4. Kick plates are required on the meeting room side of interior doors.

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2507.02 *continued***I. Operable Partitions**

1. Movable partition walls must be designed to stack behind doors in pocketed openings.
2. All operable partitions must be top-supported and have a laboratory [STC](#) of 52 minimum and field-tested NIC 42. A permanent acoustical separation, having a rating of not less than STC 52, must be installed above each operable partition and extend to the underside of the structure above. Seal all wiring and piping penetrations.
3. Provide a positive bulb-seal type mechanical closure (hinged closure not acceptable) with minimum 250 lbs. pressure. Provide sufficient structural support in abutting walls to compensate for this requirement.
4. Provide hard-surfaced, flush walls where operable partitions terminate to insure proper bedding of joint seal.
5. Operable partitions must be standard steel construction with minimum 24-gauge steel faces and sound-retardant core assembled to minimum 16-gauge reinforced steel frame, insulated to achieve acoustical performance specified.

J. This line item intentionally left blank.

K. This line item intentionally left blank.

L. All meeting facilities must have buffet counters. Counters must be installed in alcoves and be a minimum 24" (610 mm) D and extend the width of the alcove. Countertops must be natural or engineered stone. 34" (864 mm) H base cabinets are required and must be finished to match room décor and finishes.

M. Electrical

1. This line item intentionally left blank.
2. Lighting for divisible meeting rooms must be controlled by local dimmers and by remote dimmers allowing combined dimming control of subdivided spaces.
3. Meeting room lighting must be designed to provide flexibility in lighting.
4. For all meeting rooms over 2,000 ft² (185m²), provide at least one 208-240 VAC outlet.
5. Lighting must be recessed and centralized dimmer-controlled. It must also provide lighting for perimeter of room. Switching of lamps within the fixtures is not an acceptable method of dimmer controls. A decorative chandelier or wall washers are permitted.
6. Provide recessed, dimmable lighting at buffet counter and entry.

N. Provide a television outlet and a telephone in each meeting room subdivision.

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O. Furnishings, Fixtures and Equipment

1. Meeting rooms must be furnished with folding tables with high-pressure or ABS laminate tops and stack chairs with fabric upholstered seats and backs. Chair seat to be a minimum of 18" (457 mm) W x 22" (559 mm) D.
2. A projection screen must be provided, sized appropriately for the space. If permanently installed, it must be ceiling-recessed.
3. Art—size and number appropriate for space—must be provided, reviewed and approved by Hilton Worldwide.

2507.03 Boardroom

- A. Boardrooms to be included at the franchisee's discretion.
- B. Boardrooms must be a minimum of 325 ft² (30.19 m²) each.
- C. Finishes
 1. Floor
 - a. Carpet
 - b. 36 oz. or better
 - c. Base
 - 1) 6" wood
 2. Wall
 - a. Vinyl wallcovering
 3. Ceiling
 - a. Paint on gypsum
 - b. Acoustic ceiling tile
 - c. A coffered ceiling is required.
- D. Provide 180° door viewers at centerline of the doors, 60" (1.52 m) above the finished floor looking into the boardroom.
- E. Boardroom entrance doors must be a minimum of 3'-0" (915 mm) x 7'-0" (2.13 mm), must swing flat and be held open against the corridor wall.
- F. Interior doors must be solid-core wood, plastic laminate or better finish. Painted hollow metal doors are not allowed for interior doors.
- G. This line item intentionally left blank.

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2507.03 *continued*

- H. A buffet counter capable of serving both food and beverage for 12 people is required. The top surface must be a minimum of 24" (610 mm) D and 48" (1.22 m) W. Tops must be granite and installed on a 34" (864 mm)-high finished wood cabinet base.
- I. Electrical
 - 1. Lighting must be recessed or decorative, be centralized dimmer-controlled, and be provided for perimeter of room. Switching of lamps within the fixtures is not an acceptable method of dimmer control.
 - 2. Provide at least one duplex outlet every 12'-0" (3.66 m) on perimeter walls.
 - 3. This line item intentionally left blank.
- J. A minimum of one [MATV](#) receptacle in each boardroom must be provided.
- K. This line item intentionally left blank.
- L. This line item intentionally left blank.
- M. Power and AV connections for computer hookup are required in the conference table and along the sidewalls. Provide a double receptacle, with high-speed Internet RJ-45 and voice/data RJ-11 connections, at each telephone outlet location.
- N. Furnishings, Fixtures and Equipment
 - 1. Provide a permanent conference table with a minimum seating capacity of 12. Table surfaces and edges are to be wood, wood veneer or marble/granite. Glass or lacquer finish is not acceptable.
 - 2. A ceiling-recessed projection screen with control switch is required.
 - 3. This line item intentionally left blank.
 - 4. A minimum of 1,000 in² (.65 m²) of wall decor is required. Wall decor can be, but is not limited to, soft hangings, lithographs, or original paintings.
 - 5. Herman Miller "Mirra®" chairs are required.

2507.04 Prefunction Area

- A. Prefunction areas are required where meeting rooms are provided.
- B. There must be direct access from the prefunction area to the lobby without exposure to the elements. Provide a dedicated prefunction space for meeting spaces that are 2,000 ft² (185.8m²) or larger. Prefunction space is not allowed to be adjacent to guestrooms.
- C. Service access from the meeting service corridor or the main kitchen to the prefunction area must be provided.
- D. The prefunction area must be a minimum of 8'-0" (2.44 m)-wide.

[Herman Miller "Mirra®"
Chair Order Form](#)

[Hilton Garden Inn Franchise](#)

[Prototype Drawings](#)

E. Provide area(s) to serve as breakout spaces. Seating selection and placement must be easily removable for setting up prefunction activities.

F. Finishes

1. Floor

a. Carpet

1) 36 oz. or better

b. Tile

c. Base

1) 6" wood

2) 6" tile

2. Wall

a. Vinyl wallcovering

3. Ceiling

a. Paint on gypsum

G. Provide 120 [V](#), 20 [amp](#), duplex receptacles at 50'-0" (15.2 m) on center.

H. Provide lighting with a combination of decorative and recessed fixtures.

2507.05 Meeting Support Areas

A. Business Center

1. The business center must be located convenient to the guest elevators and adjacent to the front desk for assistance.

2. The main entry door to the Business Center must have a glass vision panel and a large window for increased visibility security in the room.

3. Finishes

a. Floor

b. Carpet

1) 36 oz. or better

c. Base

1) 6" wood

2) Carpet

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[Prototype Drawings](#)



2507.05 *continued*

- d. Wall
 - 1) Vinyl wallcovering
 - e. Ceiling
 - 1) Paint on gypsum
 - 2) Acoustic ceiling tile
 - 4. Provide a minimum of two desktop workspaces and provide one workspace for personal laptops for properties with 149 guestrooms or less; 150 to 249 guestrooms require three desktops; over 250 guestrooms require four.
 - 5. Wall and base cabinets must be furniture quality with all exposed surfaces made of wood. Desk top must be natural or engineered stone or better and 30" (762 mm) above the finished floor.
 - 6. Upper cabinets must be provided for supply storage.
 - 7. This line item intentionally left blank.
 - 8. Electrical
 - a. Provide duplex power and data outlets above and below the work counter for each workstation.
 - b. Power outlets must be provided for specified printers, copiers, fax machine and computers.
 - c. Extension cords and power strips are not allowed.
 - 9. Herman Miller "Mirra®" chairs must be provided for each workstation.
 - 10. This line item intentionally left blank.
- B. Meeting Storage**
- 1. The area of lockable storage for the meeting rooms must be a minimum of 20 percent of the total meeting room square footage.
 - 2. Meeting room storage must be located central to the meeting rooms. Direct access into meeting rooms is not allowed.
 - 3. A minimum 4'-0" (1.22 m) W x 7'-0" (2.15 m) H door must be provided.
 - 4. An automatic closer with hold open operation, kick plates and lockset must be provided.

[Herman Miller "Mirra®"
Chair Order Form](#)

[Hilton Garden Inn Franchise](#)

[Prototype Drawings](#)

2508.00 Recreational Facilities

Refer to [Sections 2514.00, Technical Criteria](#), and [2515.00, Furnishings Fixtures and Equipment](#), for requirements applicable to this section.

2508.01 Fitness Center

- A. This line item intentionally left blank.
- B. This line item intentionally left blank.
- C. This line item intentionally left blank.
- D. All properties must have a fitness center.
- E. This line item intentionally left blank.
- F. All properties must comply with the “Hilton Garden Inn by Precor Fitness Center” program. Refer to the standards section on the hiltongardeninnfranchise.com Web site for requirements.
- G. The fitness center must meet the following square footage requirements.

Fitness Center Minimum Square Footage	
Number of Rooms	Minimum Required Square Footage
< 175	500 ft ² (46.45 m ²)
176-299	750 ft ² (69.67 m ²)
> 300	1000 ft ² (92.9 m ²)

- H. This line item intentionally left blank.
- I. This line item intentionally left blank.
- J. This line item intentionally left blank.
- K. Doors and Windows
 - 1. Entry door must have a vision panel (the maximum code will allow). The vision panel or any side lights are not allowed to have window treatments other than specified graphics from the Brand.
 - 2. Two-inch wood blinds, matching décor and window frames are required on exterior facing windows. Corridor and/or swimming pool facing windows are required to display approved graphics only.

[Fitness Center Design & Product Information Guide](#)

[Hilton Garden Inn Franchise](#)

[Prototype Drawings](#)

2508.01 *continued*L. Finishes (Refer to the *Fitness Center Design & Product Information Guide* for detailed information.)

1. Floor

- a. ECO Surfaces rubber flooring in approved color selections/schemes.
- b. Expona vinyl wood flooring is optional at the entry and may only be used with the 1" (25.4 mm) thick tiles.

c. Base

- 1) Wall base must be painted wood or a contoured millwork base by Johnsonite or equivalent. Approved Johnsonite profiles:

- a) Mandalay
- b) Reveal

2. Wall

a. Vinyl wallcovering

- 1) An interior accent wall of vinyl wallcovering must be provided.
- 2) Vinyl wall covering must be from the approved color collections/schemes.

3. Ceiling

- a. Paint on gypsum
- b. Acoustic ceiling tile
- c. Ceiling must be 9'-0" (2.74 m) or higher.

M. This line item intentionally left blank.

N. Electrical

1. Provide recessed or decorative fixtures. Submit lighting plan and specifications for review and approval.
2. The lights must be key switched or on motion sensors. If sensed, the minimum light level is two foot-candles/20 [lux](#) when the room is unoccupied.
3. Provide electrical and television connections to fitness equipment that is required for proper installation per manufacturers' instructions. Locate outlets convenient to equipment and out of guest traffic. Power cords must be hidden from view where possible.

O. Provide a wall-mounted telephone 48" (1.22 m) maximum above the finished floor . This telephone must automatically connect to the front desk when activated.

[Fitness Center Design &
Product Information Guide](#)

[Hilton Garden Inn Franchise](#)

[Prototype Drawings](#)

2508.01 *continued***P. Furnishings, Fixtures & Equipment**

1. This line item intentionally left blank.
2. The fitness center must contain the following equipment. Refer to the *Fitness Center Design & Product Information Guide* for vendor and equipment specifications.

Fitness Center Equipment Requirements			
Facility Size (Square Feet)	<175	176-299	300+
Treadmill	2	3	4
Elliptical Fitness Trainer	2	3	4
Cycle, Recumbent	1	1	2
Core, balance and accessories	1	1	1
Functional Training System or Dumbbells system	1	1	1

3. Personal Viewing Screens (PVS) are required in fitness centers under 500 ft².
4. A 40" (813 mm) television is required. Televisions must be wall- or ceiling-mounted. Televisions must include a closed caption default as well as remote control that is accessible to guests at all times.
5. This line item intentionally left blank.
6. This line item intentionally left blank.
7. A 10" (254 mm) to 20" (508 mm) wall-mounted clock with a white face and black numbers must be provided.
8. A supply of towels, neatly displayed in an Orion towel and hamper station must be provided for guests using the facility. Towel station must match décor in color and must not exceed 40" (1.02 m).
9. This line item intentionally left blank.
10. Wall mirrors must be installed flush-mount or leaning, a minimum of 7'-0" (2.13 m) x 7'-0" (2.13 m) frame not to exceed 8'-0" (2.44 m) x 8'-0" (2.44 m). Existing properties may utilize a retro frame kit for mirrored walls assuming the mirror is one solid piece. Wall mirrors with seams are not permitted for retro framing. Framing color must coordinate with room decor. Refer to the *Fitness Center Design & Product Information Guide* for more information.
11. A five-gallon water cooler with cup station must be provided for guest use. Water cooler must coordinate with fitness center. Bottle-less water coolers are permitted. See the *Fitness Center Design & Product Information Guide* for product specification from Aquaverve. Properties with built-in water fountains in the fitness room do not have to install a separate water cooler.

[Fitness Center Design & Product Information Guide](#)

[Hilton Garden Inn Franchise](#)

[Prototype Drawings](#)

2508.01 *continued*

12. Wall décor is limited to framed mirrors from the approved design packages.

13. This line item intentionally left blank.

2508.02 This standard intentionally left blank.

2508.03 Swimming Pool/Whirlpool

- A. All design criteria for the swimming pool will also apply to the whirlpool where applicable.
- B. A swimming pool must be provided.
- C. The swimming pool is required to be indoors when monthly average high temperatures are less than 70 °F (21 °C) for more than five months a year. Refer to <http://www.weatherbase.com> for average high monthly temperatures.
- D. A whirlpool must be provided.
- E. This line item intentionally left blank.
- F. This line item intentionally left blank.
- G. Dimensions
 - 1. Indoor swimming pool must have a minimum water surface of 400 ft² (37.16m²) and a width of not less than 15'-0" (4.57 m).
 - 2. Outdoor swimming pool, when provided, must have a minimum water surface area of 600 ft² (55.74 m²).
 - 3. Kidney-shaped or other “free-form” swimming pools (permitted in exterior applications only) are to have an equivalent minimum water area.
 - 4. All swimming pools must have a depth of water in the shallow end of the main swimming area of 3'-0" (915 mm). The depth of the deep end must be a maximum of 5'-0" (1.53 m). The depth must be measured 24" (610 mm) away from the edge of the coping from the bottom to the water surface
 - 5. The whirlpool must be located near the swimming pool and have a minimum 50 ft² (4.65m²) surface area.
- H. The orientation of the outdoor swimming pool must be such that it receives unobstructed sunlight from midmorning to late afternoon. Provide some guestrooms with views of the swimming pool. Screen any exterior views toward the swimming pool.
- I. Fiberglass and stainless steel swimming pools/whirlpools are not permitted.
- J. All swimming pools must be constructed in accordance with “minimum standards for public swimming pools” as published by the National Spa and Pool Institute.
- K. This line item intentionally left blank.

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[Prototype Drawings](#)

[Weatherbase](#)

2508.03 *continued***L. Doors and Windows**

1. The interior entry door into the indoor swimming pool area must have a vision panel or a sidelight adjacent to the door.
2. Metal doors and frames in indoor swimming pools must be galvanized steel and suitable for a high moisture environment.
3. This line item intentionally left blank.
4. This line item intentionally left blank.
5. Swimming pool area must be securable after hours, and accessible only by property staff.
6. Entry gates to outdoor swimming pool must be self-closing and have the entry handles and/or latch mounted at 48"(1.22 m) above the finished floor to prevent access by unaccompanied children.

M. Finishes – Indoor Swimming Pool

1. Floor
 - a. Non-slip ceramic tile
 - b. Base
 - 1) 6" tile
2. Wall
 - a. Paint
 - b. Tile
 - c. Acrylic knockdown walls require a 4'-0" (1.22 m) H tile wainscot.
3. Ceiling
 - a. Paint on gypsum
 - b. Acoustic ceiling tile
 - c. Synthetic stucco
 - d. No more than 66 percent of the ceiling area is allowed to be [ACT](#).
 - e. The minimum ceiling height is 9'-0" (2.75 m).
4. All in-ground swimming pools and whirlpools must be gunite construction with a troweled on white marble plaster finish. Fiberglass swimming pools and whirlpools are not allowed.
5. High quality, non-corroding finishes are to be provided throughout swimming pool area.
6. A swimming pool furniture storage area must be provided with an exterior swimming pool.

[Hilton Garden Inn Franchise](#)[Prototype Drawings](#)

2508.03 *continued***N. Deck/Coping**

1. A minimum 5'-0" (1.52 m)-wide deck around the perimeter of all swimming pools and 3'-0" (915 mm)-wide deck around the perimeter of all whirlpools is required.
2. In addition to the perimeter deck requirements, the following usable deck area must be provided for seating:
 - a. Outdoor Swimming Pool: 500 ft² (46 m²) outdoor deck directly adjacent to the swimming pool, dedicated to one end.
 - b. Indoor Swimming Pool: 300 ft² (28 m²) indoor deck directly adjacent to the swimming pool, dedicated to one end.
 - c. Indoor Swimming Pool: 500 ft² (46 m²) indoor deck adjacent to the indoor swimming pool area. This is in addition to the indoor deck requirement and dining terrace requirement.
3. The swimming pool deck area must be sloped away from the swimming pools to drains. Decks are not permitted to drain into landscaped areas.
4. The coping must have a non-slip finish.
5. Swimming pool coping must be precast and installed in sections. Poured-in-place cantilevered concrete decks are not allowed.
6. Swimming pool decks must be of a non-slip texture per code or health department requirements and be a non-heat retaining surface or material to reduce the slipping hazards associated with wet surfaces. Coefficient of friction must be a minimum of 0.6 wet or better.
7. Steps with uniform treads and risers and a handrail must be provided at the whirlpool and shallow end of the swimming pool. Ladders must be provided at the deep end.
8. Where used, exposed metal accessories are to be chrome-plated, brass/bronze or stainless steel.
9. Fencing is required around all exterior swimming pool areas. Top rail must be rounded. Pointed finials and exposed ends of pickets are not permitted. Height of fencing must meet local Health Code requirements. All swimming pool gates must be self-closing and self-latching.

O. Mechanical

1. Provide water vapor retarder within the swimming pool enclosure walls to prevent moisture migration into the wall or ceiling cavities, adjacent spaces, and to minimize moisture condensation potential within the envelope.
2. Provide a complete **HVAC** and dehumidification system to maintain the swimming pool area temperature and relative humidity while minimizing swimming pool water evaporation. Provide the features listed below:

[Hilton Garden Inn Franchise](#)[Prototype Drawings](#)

2508.03 *continued*

- a. Packaged system specifically designed for swimming pool area dehumidification, factory assembled and tested, with test report available on request.
- b. Select materials suitable for the swimming pool environment with air side surfaces coated for corrosion protection.
- c. Provide an outdoor air connection that provides the outdoor air required in [Section 2514.06](#).
- d. Include a microprocessor control system with solid state sensors and a remote-mounted solid state control panel with [LED](#) indicators and service diagnostics located in the swimming pool room.
- e. Heating:
 - 1) Gas duct heater: Provide a gas-fired duct heater with stainless steel heat exchanger, two-stage or modulating heating control, stainless steel burners, spark ignition and power vent.
 - 2) Electric duct heater: Provide an electric resistance, two-stage or [SCR](#) controlled duct heater that complies with [NFPA 70](#).
3. A swimming pool heater must be provided at the indoor swimming pool to maintain minimum of 78 °F.
4. Swimming pool equipment rooms must not be located below guestrooms.
5. Swimming pool equipment and chemicals must be located in a lockable, well vented storage room away from guest view.

P. Plumbing

1. The swimming pool equipment room must be located in an area to minimize noise and aesthetic impact. Screen all exterior equipment from public view.
2. Filtration/Pump
 - a. Filtration and pump equipment must have the capacity to re-circulate the entire contents of the swimming pool within a six hour period.
 - b. Conventional sand filters, high-rate sand filters or pressure-type diatomaceous earth filters are permitted.
 - c. Equipment must include gauges, sight glass and air release valves. Installation and equipment are subject to local health regulations.
3. A saline-based generator system must be used for swimming pool water purification. The system must comply with all local codes and meet all local health department regulations. The system must be [NSF-50](#) and [UL1081](#) tested and certified (or the equivalent) and sized as per Local and State Department of Environmental Health guidelines. Alternate forms will be considered.

[Hilton Garden Inn Franchise](#)[Prototype Drawings](#)

2508.03 *continued*

4. Provide adequate deck drainage to avoid any ponding of swimming pool or wash down water.

Q. Electrical

1. The circuits supplying the underwater lighting fixtures or other outlets in the swimming pool area must be low voltage and be protected through an approved ground fault interrupter which will automatically de-energize the circuit should a short circuit or voltage leak occur.
2. Provide an appropriately-labeled emergency shut-off switch located as close to the whirlpool as possible to de-energize the whirlpool circulation pump during an emergency.
3. Lighting
 - a. Provide [GFCI](#) for all swimming pool area lighting, including low-voltage underwater lighting.
 - b. Direct lighting patterns away from guestroom windows.
 - c. Provide low-voltage underwater lights for the swimming pool and whirlpool that remain energized from dusk until dawn.
 - d. Lighting fixtures must not be located over the swimming pool water.
 - e. The indoor swimming pool lights must be wired or key switched.

R. House Telephone

Provide an emergency house telephone (direct dial to the front desk, programmed to take priority over all other calls, when receiver is lifted or to 911 if required by local codes). Locate telephone near entry door or gate, 48" (1.2 m) maximum above the finished floor, in an area highly visible to guests. Exterior telephone to be within a waterproof enclosure and located within the swimming pool fenced area.

S. Furnishings, Fixtures & Equipment

1. Swimming pool furnishings must be commercial quality. All table tops must be of a shatter-resistant material. A combination of chairs and chaises must be provided to seat a minimum of 16 guests at indoor decks and 22 guests at outdoor decks. The minimum seating requirement may vary for certain markets. At least two freestanding sunscreen umbrellas must be provided at outdoor swimming pools.
2. Window treatment is optional at the exterior windows in the indoor swimming pool enclosure area.
3. Self-extinguishing, commercial, plastic or metal trash urns with enclosed tops must be provided.
4. A swimming pool furniture storage area must be provided with an exterior swimming pool.

[Hilton Garden Inn Franchise](#)[Prototype Drawings](#)

2508.03 *continued***T. Safety Equipment**

The following equipment is required at a minimum and must be provided and/or be readily available at every swimming pool, even when the swimming pool is closed (including off season):

1. An [ASME/ANSI](#) A112.19.8- 2007-approved anti-entrapment drain cover for all primary drains and suction inlets for all swimming pools, whirlpools, water features and/or water fountains must be installed. All drain covers must be secured on drains at all times. Properties must retain the certificate of compliance that comes with the cover and a letter by the installer that states the cover was installed per the manufacturer's instructions.
2. A Safety Vacuum Release System ([SVRS](#)) is required for all swimming pools, whirlpools, water features and fountains that currently have a single main drain installed. All newly constructed swimming pools, whirlpools, water features and fountains must be designed without the need for a SVRS.
3. A professionally-fitted swimming pool cover must be installed when the swimming pool is closed for the season. The temporary use of swimming pool covers is prohibited. When used, swimming pool covers and their installation must meet the requirements of the [ASTM](#) Standard Performance Specification for Safety Covers and Labeling Requirements for all Covers for Swimming Pools, Spas and Hot Tubs, F1346 (R1996).
4. Diving boards, platforms and slides are prohibited.
5. This line item intentionally left blank.

U. Signage

1. Four-inch (102 mm) x 4" (102 mm) ceramic tile water depth and "No Diving" markings must be placed, in contrasting colors, against the swimming pool coping and on the inside rim of the swimming pool perimeter, above the water line. Measurement indicators are to be in feet and inches. The international "No Diving" symbol may be used in lieu of words.
2. Recessed tile depth markings must be displayed on the deck coping at various locations around the swimming pool/whirlpool perimeter at reasonable intervals on each side and end and at locations denoting every 12" (305 mm) depth change. Depth markings must also be on the swimming pool/whirlpool rim above the water line. Lettering must be at least 4" (102 mm) H. Wherever islands, fountains and other structures are located within swimming pools, depth markings must be posted thereon and must be visible from the opposite swimming pool edge.
3. Painted, stenciled and vinyl appliqué markings must not be used.
4. In addition to English markings, properties have the option of marking swimming pool depths in metric units for dual units of measurement, with the English above the metric units, where English is the primary measurement. All international and designated gateway city properties must have swimming pool depth markings in both metric and feet and inches.

[HGI Interior Sign Store](#)[Hilton Garden Inn Franchise](#)[Prototype Drawings](#)[Signage Resources](#)

2508.04 Locker Room/Toilets

- A. Toilet facilities are required adjacent to the indoor swimming pool area. A unisex toilet facility is acceptable, code permitting.
- B. Toilet facility entrance door must be solid-core wood, with self-closing hardware, latch set and privacy button. The door lock must be able to release with emergency key. It must also release when the door is closed or the lever is turned on the inside.
- C. Finishes
 - 1. Floor
 - a. Tile
 - b. Base
 - 1) Tile
 - 2. Wall
 - a. Vinyl wallcovering
 - 3. Ceiling
 - a. Paint on gypsum
- D. Plumbing
 - 1. Provide a floor drain. Slope floor to drain.
 - 2. Toilets must have an elongated bowl and be vitreous china with a flush valve.
 - 3. Toilet seats must be white, solid plastic, open front and self-sustaining.
 - 4. Exposed plumbing must be chrome-plated.
- E. Toilet accessories are required as follows:
 - 1. Surface-mounted, dual roll, decorative toilet tissue dispenser. Plastic is not allowed.
 - 2. Wall-mounted paper towel dispenser and trash receptacle
 - 3. Wall-mounted liquid soap dispenser at each vanity bowl

2508.05 This standard intentionally left blank. Sauna

2508.06 This standard intentionally left blank. Steam Room

2508.07 This standard intentionally left blank. Sport Court

2508.08 This standard intentionally left blank. Tennis Court

2508.09 This standard intentionally left blank. Site Exercise Course

[Hilton Garden Inn Franchise](#)[Prototype Drawings](#)

2509.00 Circulation

Refer to [Sections 2514.00, Technical Criteria](#), and [2515.00, Furnishings Fixtures and Equipment](#), for requirements applicable to this section.

2509.01 Elevators

- A. Elevator controls must be mounted no more than 48" (1.22 m) above the finished floor.
- B. One operating panel is required in each cab.
- C. Each elevator control panel must be equipped with a "door open" button.
- D. Braille markings must be provided on elevator control panels.
- E. A sign stating, "In Fire Emergency Do Not Use Elevator – Use Exit Stairs" must be installed in each cab.
- F. Elevator cabs must be ventilated with a two-speed exhaust fan and concealed vents at the base and ceiling of the cabs.
- G. A recessed telephone cabinet with house telephone or direct emergency call button is required in every cab.
- H. Guest Elevators
 - 1. A minimum of two elevators must be provided in the property.
 - 2. This line item intentionally left blank.
 - 3. Finishes
 - a. Floor
 - 1) Tile
 - b. Wall
 - 1) Plastic laminate
 - c. Ceiling
 - 1) Manufacturer panels
 - 4. All elevators must have a minimum platform area of 28.3 ft² (2.63m²) and a 2,500 pound capacity.
 - 5. Local codes may require larger capacities or the accommodation of an ambulance stretcher.
 - 6. Public elevators must be located near the front desk/lobby area.

[Hilton Garden Inn Franchise](#)

[Prototype Drawings](#)

2509.01 *continued*

7. Elevators must have the following minimum cab speeds:

Guest Elevator Minimum Cab Speed			
2-5 Stories	Type	Up	Down
Minimum Speed	Hydraulic	150 FPM	175 FPM

8. An elevator study must be submitted on non-prototypical properties. Elevator study must support a 42-second maximum wait time interval. Variables to be used for the study are 85 percent occupancy, 1.5 occupants per room in a two-hour window.
9. Elevators must have a handrail mounted 32" (813 mm) above the floor on the back wall.
10. The minimum width of the elevator door opening is 3'-6" (1.07 m).
11. This line item intentionally left blank.
12. If a rear door opening into back of house is provided, the door must be operable only by using an employee key to prevent guest access.
- I. Parking Garage Elevators
1. Parking garages must have a minimum of one elevator.
 2. Provide separate elevator service for the parking garage levels. Property public elevators must not provide direct access from the parking garage to guestroom floors unless access is provided by key card within the elevators.
- J. Service Elevators
1. Service elevators are optional, but may be required at the discretion of Hilton Worldwide for particular markets.
 2. All designated service elevators must have a minimum platform area of 38.5 ft² (3.57 m²) and a 3,000 pound capacity.
 3. Elevators must have the following minimum cab speeds:

Service Elevator Minimum Cab Speed			
2-5 Stories	Type	Up	Down
Minimum	Hydraulic	150 FPM	175 FPM

4. The minimum width of the elevator door opening is 3'-6"/1.07m.

[Hilton Garden Inn Franchise](#)

[Prototype Drawings](#)

2509.02 Elevator Lobbies

- A. Elevator lobbies must be a minimum of 6'-0" (1.83 m) in depth. Depth must be increased at elevator lobbies used as a passageway to a secondary entrance or exit.
- B. Finishes – Guest Elevator Lobby
 - 1. Floor
 - a. Tile
 - b. Carpet (allowed only on upper floors)
 - 1) 36 oz. or better
 - c. Base
 - 1) 6" wood
 - 2) 6" tile
 - 3) Carpet (allowed only on upper floors)
 - 2. Wall
 - a. Vinyl wallcovering
 - 3. Ceiling
 - a. Paint on gypsum
 - b. Acoustic ceiling tile (allowed only on upper floors)
 - c. Textured paint (allowed only on upper floors)
- C. An audible signal is required in each elevator lobby indicating the arrival of an elevator cab along with a directional graphic indicating the current travel path of each cab.
- D. Call buttons must be available for each elevator bank. The elevator call buttons must be mounted no more than 42" (1.07 m) above the finished floor.
- E. Heat-or touch-sensitive call buttons are permitted, provided there is an automatic auxiliary return in the event of fire or other emergency.
- F. A house telephone is required in the elevator lobbies. It must be wall-mounted, 48" (1.22 m) above the finished floor maximum, on a sidewall or sit on top of a console table.
- G. A sign stating "In Fire Emergency, Do Not Use Elevator – Use Exit Stairs" must be installed at each elevator entrance on each floor.

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[Prototype Drawings](#)

2509.03 Corridors

A. Guestroom Corridors

1. Corridors must be a minimum of 5'-0" (1.52 m) wide.
2. This line item intentionally left blank.
3. This line item intentionally left blank.
4. Guestroom entry door must be recessed 1'-0" (305 mm) from the corridor.
5. Finishes
 - a. Floor
 - 1) Carpet
 - a) 36 oz. or better
 - 2) Base
 - a) 6" wood
 - b) Carpet
 - 3) Long, straight corridors must be visually broken up by providing carpet insets.
 - b. Wall
 - 1) Vinyl wallcovering
 - c. Ceiling
 - 1) Paint on gypsum
 - 2) Acoustic ceiling tile
 - 3) Acoustic ceiling tile is only permitted when incorporated in a coffered area with a minimum 4" (102 mm) return in the center of the ceiling. Refer to the prototype drawings.
 - 4) Ceiling height at indented guestroom entrances (door drops above doors only) may be reduced to 7'-6" (2.20 m) minimum.
6. Windows with window treatments are required at the end of guestroom corridors.
7. Provide a minimum of one duplex 120V convenience outlet on each wall with spacing not to exceed 20'-0" (6.1 m) on center.
8. This line item intentionally left blank.

[Hilton Garden Inn Franchise](#)[Prototype Drawings](#)

2509.03 *continued***B. Service corridors**

1. Service corridors must be a minimum of 5'-0" (1.52 m)-wide.
2. This line item intentionally left blank.
3. Finishes
 - a. Floor
 - 1) Vinyl composition tile
 - b. Wall
 - 1) Paint
 - 2) Fiberglass reinforced panels must be installed as a wainscot.
 - c. Ceiling
 - 1) Acoustic ceiling tile
4. Provide a minimum of one duplex 120V convenience outlet on each wall with spacing not to exceed 20'-0" (6.1 m) on center.

2509.04 Exit Stairs

- A. All stairwells must be designed to meet all applicable codes including [NFPA 101](#).
- B. The widths of stairwells must not decrease in the direction of egress from the building.
- C. Every stairwell landing must have a dimension, measured in the direction of travel, equal to the width of the stairwell or greater.
- D. All stairwell treads and risers must be solid for the entire width of the stair.
- E. Handrails must be installed on each side of all stairs that are greater than 42" (1.07 m)-wide. Inside handrails must be continuous. Ends of wall-mounted railing must return to the wall.
- F. Exterior, open, metal, fire escape-type stairs are not permitted as a means of egress from the building.
- G. All stairwell doors must include automatic door closers and must operate from both sides. At ground level, for security purposes, the exterior stairwell door must be operable (by panic hardware) from stair side only.
- H. Finishes
 1. Floor
 - a. Carpet
 - 1) 32 oz. or better

[Hilton Garden Inn Franchise](#)[Prototype Drawings](#)

2509.04 *continued*

- b. Sealed Concrete
- c. Base
 - 1) 4" rubber or vinyl
- 2. Wall
 - a. Paint
- 3. Ceiling
 - a. Paint

2509.05 This standard intentionally left blank.

2510.00 Guestrooms/Suites

Refer to [Sections 2514.00, Technical Criteria](#), and [2515.00, Furnishings Fixtures and Equipment](#), for requirements applicable to this section.

- A. Refer to the prototype drawings for typical room types and layouts.
- B. Connecting Rooms
 - 1. A minimum of 10 percent of the guestrooms must be connecting. The connecting rooms must be comprised of a variety of room and suite types and 50 percent of the handicap-accessible rooms.
 - 2 This line item intentionally left blank.
- C. Room Mix
 - 1. This line item intentionally left blank.
 - 2. This line item intentionally left blank.
 - 3. This line item intentionally left blank.
 - 4. This line item intentionally left blank.
 - 5. Each property must have a minimum number of rooms for disabled guests who are hearing-impaired, vision-impaired and/or physically-impaired. The required number must comply with [Section 2517.00](#) and any local codes.

2510.01 Doors

- A. Entry Doors
 - 1. Doors must be 1-3/4" (44.5 m) solid-core, stained or painted, flush or paneled doors. Panels must allow for proper mounting of evacuation signage mount.

[Hilton Garden Inn Franchise](#)

[Prototype Drawings](#)

[Signage Resources](#)

2510.01 *continued***B. Frames**

1. Entry door frames must be welded or knockdown three-piece metal frames and must be properly secured and installed. Snap-on trim is not allowed.
2. For security, framed, non-masonry walls must be reinforced on the “strike” side of the jamb to prevent prying and flexing.

C. Hardware

1. An electronic lockset is required at the entry door. Refer to [Section 2514.01](#).
2. Doors must be self-closing and self-latching. Doors must have three commercial hinges with a commercial-grade door closer with cover.
3. Vinyl sound stripping is required on all guestroom entry doors. Sound stripping must be equal to “Cush-N-Seal” by Door and Hardware Systems, Inc. ([DHSI](#)) or S773 by Pemko.
4. Tamper-proof, 180° one-way viewers with cover (on guestroom side) at 60" (1.52 m) above the finished floor are required for all guestroom entrance doors.
5. Provide a safety latch at 48" (1.22 m) above the finished floor, maximum, at the guestroom entry. Chain locks are not permitted. Ensure that door guard does not interfere with the light switch.
6. Provide a vinyl threshold at each guestroom entry equal to DHSI's [FT 2.75](#) or CTT 2.75 or Pemko's V232 or V2325.
7. Provide a door sweep equal to DHSI's Cap Sweep, #CS36, or Pemko's 2343 or 2173. The make-up air feature for these sweeps may be utilized if needed. Sweeps must be installed to allow 1/16" (1.59 mm) gap for sliding portfolio under door.
8. Door hardware for all properties must be satin stainless steel or satin chrome. The finish on all hardware must be the same, including hinges.
9. Kick plates are not permitted on guestroom doors.
10. Where door stops are required to prevent doors from colliding, refer to the prototypical drawings for type and placement configuration.

D. Connecting Doors

1. Guestrooms, when connected, are to be separated by two, 3'-0" (915 mm) x 6'-8" (2.03 m) solid-core wood doors.
2. The door frame must be the full width of the wall thickness to allow the doors to open 180°.
3. Each door must have three commercial grade hinges.
4. Connecting doors must have a latch set with an operating lever on the room side only.

[Hilton Garden Inn Franchise](#)[Prototype Drawings](#)

2510.01 *continued*

5. Each door must have a thumb-turn deadbolt with 1" (25.4 mm) throw. A blank plate must be installed on the opposite side of the door.
6. A safety latch, the same entry door, must be provided on both connecting doors.
7. Sound stripping, the same as entry door, must be provided on both sides of the door frame.
8. Provide door sweeps, same as entry door, on both doors for sound attenuation. Door drops are also permitted.
9. If carpet is provided at the connecting doors, double carpet pad must be provided at the door threshold or a [DHSI](#) #2-CTC-ADJ or Pemko ADJ232V if allowed by code.
10. All hardware finishes must match the entry door hardware finish.
11. Moveable wall partitions are not permitted between adjoining guestrooms.

E. Sliding glass doors must have tempered glass and approved auxiliary locking devices.

2510.02 Windows

- A. Refer to prototype drawings for size and location of required guestroom windows.
- B. Windows must have clear dual glazing.
- C. Glazing must be designed flush to the exterior frame to prevent water build-up and dirt retention. Window units may have annealed glass where permitted. Frames must be properly sealed, both inside and outside.
- D. Glass must be fixed meeting [AAMA](#) Designation HS-HC-40, except where operable glass is required by local codes/requirements. Operable windows, when required, must have a childproof locking device approved by Hilton Worldwide and are not allowed to open more than 4" (102 mm) unless required otherwise by code. Once opened, the window must remain in the open position without having to be propped open. All window sections must meet or exceed [AWMA](#) specifications for commercial windows. Windows must have a screen if the window is operable.
- E. When required by code, grade-level windows, or windows that may potentially allow emergency egress, must have a guest-operated device to allow full opening of the window and decals explaining this operation.
- F. Provide manufacturer's standard locking hardware on operable windows.
- G. Frame finish must be manufacturer's premium quality electrostatically-applied baked-on paint finish meeting [AAMA](#) 2603 (formally [AAMA](#) 603). When the project is located in close proximity to salt water or adverse environmental conditions, [AAMA](#) 2604 (formally [AAMA](#) 605) must be met.
- H. Thru-wall [HVAC](#) wall sleeves occurring in guestroom/suite windows must be properly sealed, inside and out.

[Hilton Garden Inn Franchise](#)

[Prototype Drawings](#)

I. Louvers for thru-wall [HVAC](#) units in guestrooms must be furnished by the window manufacturer and must be architectural-style with a finish to match the window sections. These architectural louvers must be an integral part of the window system (one-piece factory assembled unit). Louvers must meet the free air requirement of the thru-wall unit selected.

J. This line item intentionally left blank.

K. Window sills must be natural or engineered stone.

2510.03 Finishes

A. Floor

1. Carpet
 - a. 32 oz. or better
2. Tile
3. Base
 - a. Wood
 - b. Carpet
4. The entry must be tiled.

B. Wall

1. Vinyl wallcovering
2. Acrylic knockdown
3. Closet interior walls must be wallcovering. A smooth painted finish is allowed when the guestroom has a knockdown finish. Color must match the guestroom walls.

C. Ceiling

1. Paint on gypsum – smooth or orange peel
2. When less than 4'-0" (1.22 m)-wide precast concrete floor planks are used, a furred drywall ceiling must be installed.
3. Ceilings must be a minimum of 8'-0" (2.44 m).
4. Entry ceilings must be a minimum of 7'-4" (2.40 m).

D. This line item intentionally left blank.

E. This line item intentionally left blank.

[Hilton Garden Inn Franchise](#)

[Prototype Drawings](#)

2510.04 Closets

- A. This line item intentionally left blank.
- B. All guestrooms and suites must have an enclosed closet a minimum size of 2'-0" (610 mm) D x 4'-0" (1.22 m) W.
- C. This line item intentionally left blank.
- D. This line item intentionally left blank.
- E. Closets must include a laminate-covered shelf with a 2" (51 mm) self-edged front. The shelf must have a depth of 15" (381 mm) and be mounted at 5'-10" (1.78 m) above the finished floor in all rooms. Fitted below the shelf must be a chrome or stainless steel bar not less than 1" (25.4 mm) diameter. The bar must be mounted at 5'-6" (1.68 m) above the finished floor.
- F. This line item intentionally left blank.
- G. This line item intentionally left blank.
- H. In accessible guestrooms, a bi-level closet system must be installed providing two closet rod and shelf heights. Half of the closet must have the closet rod and shelf at typical height; and the other half with closet rod at 48" (1.22 m) above the finished floor and closet shelf no higher than 54" (1.37m).
- I. This line item intentionally left blank.
- J. This line item intentionally left blank.
- K. Closets must have sliding (bypass) wood doors with top and bottom tracks or have hinged bi-parting wood doors. Door style must coordinate with the other interior room doors. Coordinate wood door frame finish with adjacent hardware.
- L. This line item intentionally left blank.

2510.05 Bedding

- A. Refer to [Section 902.07](#) for all top of bed bedding.
- B. This line item intentionally left blank.
- C. Mattresses Sets
 - 1. Every bed must be the GSS Sleep System Bed.
 - 2. This line item intentionally left blank.
 - 3. This line item intentionally left blank.

[Hilton Garden Inn Franchise](#)[Mattress Order Form](#)[Prototype Drawings](#)

4. Approved Sizes:

King 76" (1.93 m) x 80" (2.03 m)

Queen. 60" (1.52 m) x 80" (2.03 m)

Full XL 53" (1.35 m) x 80" (2.03 m)—existing properties only

5. This line item intentionally left blank.

6. This line item intentionally left blank.

2510.06 Furnishings, Fixtures and Equipment

A. Furnishings

1. The casegoods within the guestroom must be manufactured by one of the following:

- a. Kimball
- b. CF Kent
- c. Telos
- d. Mid-Canada

2. In all rooms there must be a minimum clearance of 12" (305 mm) to 18" (457 mm) between the bed and adjacent wall to facilitate housekeeping.

3. The typical king room must include:

- a. King bed GSS Sleep System bed
- b. Headboard
- c. Two nightstands with nightstand lamps
- d. Activity desk with desk lamp
- e. Four-drawer Bachelor's chest
- f. Television
- g. Hospitality center containing:
 - 1) Microwave oven
 - 2) Under counter refrigerator
 - 3) Coffee maker
- h. Lounge chair and ottoman
- i. Side table
- j. Floor lamp

[Hilton Garden Inn Franchise](#)[Mattress Order Form](#)[Prototype Drawings](#)

2510.06.A *continued*

- k. Herman Miller “Mirra®” desk chair
- l. Artwork
- m. Framed mirror
- n. Framed full length mirror
- 4. This line item intentionally left blank.
- 5. This line item intentionally left blank.
- 6. This line item intentionally left blank.
- 7. This line item intentionally left blank.
- 8. The typical double queen room must include:
 - a. Two queen GSS Sleep System beds
 - b. Two headboards
 - c. Nightstand with nightstand lamp
 - d. Activity desk with desk lamp
 - e. Four-drawer Bachelor’s chest
 - f. Television
 - g. Hospitality center containing:
 - 1) Microwave oven
 - 2) Under counter refrigerator
 - 3) Coffee maker
 - h. Lounge chair
 - i. Side table
 - j. Floor lamp
 - k. Herman Miller “Mirra®” desk chair
 - l. Artwork
 - m. Framed mirror
 - n. Framed full length mirror

[Herman Miller “Mirra®”
Chair Order Form](#)

[Hilton Garden Inn Franchise](#)

[Mattress Order Form](#)

[Prototype Drawings](#)

2510.06.A *continued***9. Headboard**

Each permanent bed must have a headboard that is wall-mounted or otherwise anchored to the wall. The bottom of the headboard must be approximately 1" (25.4 mm) below the top of the mattress. Headboards are not allowed to be upholstered.

Minimum Dimensions:

King 76" (1.93 m) x 5" (127 mm) x 62" (1.58 m)

Queen. 64" (1.63 m) x 5" (127 mm) x 62" (1.58 m)

Full XL* 58" (1.47 m) x 5" (127 mm) x 62" (1.58 m)

(*allowed only in existing properties)

The headboard must be constructed of alder lumber with cherry veneers, eight-ply veneer plywood or four panels, five-ply 5/8" (15.9 mm)-thick **MDF** cherry veneers with curved front panel. Provide routing detail on side rails and V-grooves detail on front panels. All corners and edges must be eased. All V-grooves must be painted black. All unexposed wood must be select kiln-dried hardwood. All stress joints must be corner-blocked, glued, double doweled or screwed. Construction and framing must be contract quality.

10. This line item intentionally left blank.**11. Platform Bed Base**

A platform bed base is required for each permanent bed. The platform bed base must be constructed of alder lumber and cherry veneers and sized to fit the below mattress sizes. The bed base is raised on metal legs and open below. Exposed corners must be rounded and constructed of solid wood. Exposed legs must be finished to match Hafele matte nickel (casegood hardware).

Dimensions:

King 75" (1.9 m) W x 82.25" (2.09 m) D x 17.5" (445 mm) H

Queen. 63" (1.6 m) W x 82.25" (2.09 m) D x 17.5" (445 mm) H

Double 57" (1.45 m) W x 82.25" (2.09 m) D x 17.5" (445 mm) H

12. Nightstand

Nightstands must have a minimum of one drawer, side drawer glides, one open shelf, recessed back, and be free standing. The nightstand must be constructed of alder or maple lumber with cherry veneers. A high-pressure laminate top is required. Provide solid wood edge banding on all sides, 2" (51 mm)-wide with mitered corners and no rout lines between the laminate and wood frame. Drawer must have five-sided construction. Drawer must have finished interior stained to match the cherry veneer and plastic laminate bottom. The drawer

[Hilton Garden Inn Franchise](#)

[Prototype Drawings](#)

2510.06.A *continued*

sides must be wood veneer French dovetailed into the drawer fronts or uni-poly poplar veneer joints with English dovetailing. Drawer pulls must be Hafele 104.33.600 with nickel plate matte finish. The open shelf must be fully finished as the exterior back panel. Provide a recessed back panel for electrical plug connection to the wall. The recessed kick panel must be finished in black plastic.

Minimum dimensions: 24" (610 mm) W x 20" (508 mm) D x 24" (610 mm) H

13. This line item intentionally left blank.

14. Television Chest

A three-drawer chest with open compartment above the drawers for mounting of television is required. Television chest must have a granite top. The chest must be constructed of alder lumber with cherry veneers. Drawers must be three- to five-sided construction. The cherry veneer must have solid wood molding. Side guides must be full extension ball bearing with a 75 lb. load rate. Drawer side must be wood veneer and French dovetailed into drawer fronts. The interior of the drawer must be finished and stained to match veneers. Drawer pull must be Hafele catalogue 104.33.6000 with nickel plated matte finish. The top, end and back panels must consist of three-ply veneer finished to .75" (19 mm) thick. The back panel must consist of 1/4" (6.35 mm)-thick plywood with vent cut-out, recessed 2" (51 mm) in drawer section. The manufacturer must provide hardware and granite top, two adjustable levelers accessible from the bottom drawer, and ship the TV chest as one section. Granite top must have a 1.75" (44.5 mm) hole located 8" (203 mm) on center from the back edge of top.

Minimum dimensions:

42.25" (1.07 m) W x 24.25" (616 mm) D x 36" (915 mm) H

15. This line item intentionally left blank.

16. This line item intentionally left blank.

17. Sofa Bed

Sofa beds must have a commercial grade, heavy-duty, full size [54"(1.37m)] Leggett & Platt Classic Plus sleeper mechanism frame construction with 14-gauge extra heavy recessed cross tube.

Minimum dimensions:

74" (1.88 m) W x 35" (889 mm) D x 37" (970 mm) H

[Hilton Garden Inn Franchise](#)

[Prototype Drawings](#)

2510.06.A *continued***18. Side Table**

Guestrooms must have at least one side table at the sofa. The side table must be constructed of alder lumber with cherry veneers. The top must be high-pressure laminate with solid wood edge banding on all sides, 1-1/2" (38.1 mm)-wide with no route line between the laminate and wood frame. All rails and legs must be pre-sanded, toned, stained and sealed with a top coat in precatalyzed lacquer. The top must be secured with eight 1-1/2" (38.1 mm) quick-cutter screws at 8" (203 mm) intervals along the rail sides and ends. The apron must have 3" (76 mm)-high clear beech sides with a bottom groove and rounded profile edge. Manufacturer must provide four nylon glides.

Minimum dimensions: 22" (559 mm) dia x 25" (635 mm) H

19. Cocktail Table

Each sofa bed must have a cocktail table. The cocktail table must be constructed of alder lumber with cherry veneers. The top must be high-pressure laminate with solid wood edge banding on all sides, 1-1/2" (38.1 mm)-wide with no route line between the laminate and wood frame. All rails and legs must be pre-sanded, toned, stained and sealed with a top coat in precatalyzed lacquer. The top must be secured with eight 1-1/2" (38.1 mm) quick-cutter screws at 8" (203 mm) intervals along the rail sides and ends. The apron must have 3" (76.2 mm)-high clear beech sides with a bottom groove and rounded profile edge. Manufacturer must provide four nylon glides.

Minimum dimensions:

33" (838 mm) W x 24" (610 mm) D x 18" (457 mm) H

20. This line item intentionally left blank.**21. Ottoman**

An ottoman is required in the rooms with king size bed as shown on prototypical drawings. High-grade vinyl upholstery is allowed. If ottoman has casters, they must be concealed.

Minimum dimensions:

24" (610 mm) W x 18" (457 mm) D x 18.5" (470 mm) H

22. Lounge Chair

A lounge chair is required where shown on prototypical drawings. All pieces must be comfortable and fully upholstered with reversible seat cushion. Vinyl upholstery is not allowed. Cushion must be 1.8 foam core with 1.25 oz. Thermafiber wrap.

Minimum dimensions:

30" (762 mm) W x 32" (813 mm) D x 38" (965 mm) H

[Hilton Garden Inn Franchise](#)

[Prototype Drawings](#)

2510.06.A *continued***23. Side Chair in Suite Bedroom**

An upholstered side chair is required in suite bedroom as shown on prototypical drawings. All pieces must be comfortable and fully upholstered with reversible seat cushion. Vinyl upholstery is not allowed. Cushion must be 1.8 foam core with 1.25 oz. Thermafiber wrap.

Minimum dimensions:

22" (559 mm) W x 24" (610 mm) D x 34" (864 mm) H

24. This line item intentionally left blank.

25. This line item intentionally left blank.

26. This line item intentionally left blank.

27. This line item intentionally left blank.

28. Hospitality Center

A hospitality center is required. Hospitality center must be constructed of alder lumber with cherry veneers. Hospitality center must have a 3/4" (19 mm)-thick granite slab top with eased and polished edges.

Center must consist of two pieces with solid wood edge detail and all sides finished. Deck must have upper shelf and one lower shelf with granite top. The back panel must have one 1.75" (44.5 mm) diameter plug hole with grommet located 3'-0" (762 mm) above top shelf for electrical cords. One cabinet must have a hinged door and open compartment in lower base for refrigerator. All hardware must be Hafele 104.33.600 in nickel plated matte finish. The refrigerator cavity must be approximately 20" (508 mm) W x 22.25" (565 mm) D x 24-3/8" (619 mm) to 25-1/2" (648 mm) H with a cut out for the refrigerator ventilation, a cord exit and receptacle access to the wall. (Approximate 2.4 cu ft refrigerator dimensions are 18.75" (476 mm) W x 17.75" (451 mm) D x 25" (635 mm) H.) Provide a built-in two-section wood clamp with "L" bracket, 20" (508 mm) W with metal adjustment cylinders and rubber surface protector above the refrigerator. The clamp may be adjusted to a maximum of 1.5" (38.1 mm) to secure refrigerator in place and concealed by the flip-up panel. Manufacturer must provide one 6" (152 mm) x 9" (229 mm) hole on side adjacent to side wall. The kick panel must be recessed and finished with black plastic laminate. Provide a 12" (305 mm) security chain, rated to withhold 220 lbs. minimum, mounted to the back.

The hospitality center must be comprised of a deck and base which is connected by two sets of four wood dowels at the sides and 20" (508 mm) metal binding support at the back of the unit. Unit must have five-sided drawer construction. Unit drawer must have a plastic laminate drawer bottom. Manufacturer must provide adjustable floor levelers at the front of cabinet only. Left and right units must be provided.

Minimum dimensions:

34.5" (876 mm) W x 25.25" (641.4 mm) D x 70.75" (1.8 m) H

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[Prototype Drawings](#)

2510.06.A *continued*29. [ADA](#) Hospitality Center

The ADA hospitality center must be constructed of alder lumber with cherry veneers. Hospitality center must have a 3/4" (19 mm)-thick granite slab top with eased and polished edges. Center must consist of solid wood edge detail with veneer side panels, granite top with splash at back, one operable drawer at top left side, one door with interior shelf and open compartment for refrigerator, flip up panel at top left side and refrigerator stop clamp at top. The drawers must be five-sided drawer construction with cherry veneers, solid wood molding and 1-1/2" (38.1 mm) framing perimeter. The side guides must be full extension ball bearing with minimum 75_lb. load rate. The drawer sides must be wood veneer, French dovetailed into the drawer fronts, or uni-ply poplar veneer plywood joints with English dovetailed, and finished at interior of drawer sides with bottoms stained to match cherry veneers. Provide one lower left hinged door with 180° swing barrel, leaf hinges and one adjustable shelf behind the door. All hardware must be Hafele 104.33.600 in nickel plated matte finish. The refrigerator cavity must be approximately 20" (508 mm) W x 20.25"-22.25" (514 mm-565 mm) D x 23.5" - 25.75" (597 mm - 654 mm) H with a cut-out for the refrigerator ventilation, cord exit and receptacle access to the wall. [Approximate 1.7 cu ft refrigerator dimensions are 18.75" (476 mm) W x 17.75" (451 mm) D x 19.75 (500 mm) H.] Provide a built-in two-section wood clamp with "L" bracket, 20" (508 mm) D with metal adjustment cylinders and rubber surface protector above the refrigerator. The clamp may be adjusted to a maximum of 1-1/2" (38.1 mm) to secure refrigerator in place and concealed by the flip up panel. The kick panel must be recessed and finished with black plastic laminate. Unit drawer must have a plastic laminate drawer bottom. Manufacturer must provide adjustable floor levelers at cabinet only.

Minimum dimensions:

46.75" (1.19 m) W x 25.25" (641 mm) D x 34" (864 mm) H

30. This line item intentionally left blank.

31. Desk

A 51.75" (1.31 m) W x 30" (762 mm) D x 30-31" (762-787 mm) H desk is required. The desk must be constructed of alder lumber with cherry veneers. The top of the desk must be high-pressure laminate with black T-edge banding on all sides. Provide one drawer with five-sided drawer construction. The cherry veneer must have solid wood molding. Manufacturer must provide 1-1/4" (31.7 mm) x 7/8" (22.2 mm)-thick wood stretchers on right and left sides of desk. An anti-sag strip must be used at the front and back of desk to prevent sagging. Manufacturer must provide four adjustable nylon glides. The drawer bottom must be plastic laminate. Desk front must have a polyurethane finish. Drawer pull must be Hafele 104.33.600 with nickel plated matte finish.

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2510.06.A *continued***32. Task Chair**

A Herman Miller “Mirra®” ergonomic desk chair with standard height, tilt with adjustable arms and fixed seat is required at each desk in each guestroom. The chair features a Triflex back and Aire Weave Seat.

Item #: MR121AFMN2G1BBG1BK3Q11

Seat; 3Q01, Frame: G1 Graphite Finish

33. This line item intentionally left blank.

34. This line item intentionally left blank.

35. This line item intentionally left blank.

B. Art

1. Each guestroom must have a minimum of two pieces of artwork—one centered on the bathroom wall and one adjacent to the lounge chair. Refer to the Interior Design prototypical drawings for exact placement and mounting heights. Each piece must encompass a minimum of four square feet of wall decor.

2. This line item intentionally left blank.

3. All framed pictures must include a mat, either single or double, clear glass, and security mounts.

4. A framed, full-height mirror is required on the wall adjacent to the bath door.

5. A framed mirror is required above all desks.

Minimum size: 30" (762 mm) W x 48" (1.2 m) H

6. This line item intentionally left blank.

C. Lighting

1. See the prototype drawings for light fixture locations.

2. All lighting must be [UL](#) approved and labeled with UL label for the wattage that it will carry. All lighting must be contract quality or better.

3. Light fixture finish must be appropriate to the overall design of the room. Plastic is not permitted except for the switch.

4. Lampshades must be of light-colored, translucent material to distribute light throughout the room. Opaque or dark-colored shades are not allowed. Lampshades throughout the guestrooms must be coordinated (same style color and material).

5. This line item intentionally left blank.

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2510.06 *continued***6. Bulbs/Lamps**

- a. All lamps must be warm white lamps.
- b. All compact fluorescent lamps must be instant-start, flicker-free and yield 2700 Kelvin temperature and 1750 initial lumens (minimum). These lamps must most closely resemble standard incandescent lamps. A mixture of cool and warm lamps is not allowed. All suites must comply with the CFL requirements by 12/31/2012.

7. Hardwired Fixtures

- a. Provide an instant-on compact fluorescent ceiling-mounted light fixture at entrance door complete with local switch adjacent to the strike side of the door.

8. Portable Fixtures

- a. Electrical cords must be as short as possible. Excess length must be removed or concealed. Extension cords are not permitted.
- b. Portable fixtures must have an electrical outlet and switch (rocker style) in the base. Desk lamps must have a minimum of two outlets.
- c. Remote switching is not permitted.

9. This line item intentionally left blank.**10. Desk Lamp**

A desk lamp is required in each guestroom. It must be an adjustable twin piano-arm task lamp with stop at 45 degrees. Two grounded convenience outlets and rocker switch must be provided in the base.

11. Nightstand Lamp

A light fixture is required at each nightstand. Single beds require one fixture for each side of the bed. Double-bedded rooms must have a double lamp fixture between the beds with two switches capable of turning on each lamp individually. An electrical power outlet must be located at the base of the lamp.

12. This line item intentionally left blank.**13. Floor Lamp**

A floor lamp is required at the lounge chair. See prototypical room layouts for location. Floor lamp must have an on/off push button switch on neck and a 10 lb. sealed base weight.

D. Fireplaces

1. Fireplaces are not allowed.

E. This line item intentionally left blank.[Hilton Garden Inn Franchise](#)[Prototype Drawings](#)

2510.07 Mechanical

A. System Types

1. Select appropriate terminal air conditioning system that provides on-demand heating, ventilating and air conditioning that complies with the Indoor Environmental Requirements Matrix included in [Section 2514.06](#).
2. Acoustical Requirements: Comply with Indoor Environmental Requirements Matrix included in [Section 2514.06](#).

B. [PTAC](#) and PTHP Units

Provide packaged through-wall units that include the following features:

1. Provide at a least two-speed fan capability.
2. Provide acoustical treatment of fans and compressors for quiet operation.
3. Provide easily accessed and cleanable filter media.
4. Electric heat (if used): Use coiled or sheathed heating elements operating at moderate temperatures to prevent glowing, with thermal safety and overheat limit control and two stages for coils of 3.5 [kW](#) or larger.
5. Wall sleeve: Provide insulated metal or thermoplastic sleeve, complete with universal drain kit, piped to vertical concealed condensate drain.
6. Include slide-out chassis design for service.
7. Provide hard-wired power concealed in the sub-base. Exposed power cord and receptacles are not allowed.
8. Install concealed condensate piping connected to the sleeve drain kit and terminated underground to a storm, sanitary sewer, dry well, or landscape bed as allowed by local code. Above ground traps and excessive exposed piping is not allowed.
9. If PTAC units are not as wide as the window unit in which they are placed, a drywall enclosure to finish the gap between the PTAC unit and the wall opening must be provided with a windowsill.

C. Guestroom Thermostat

1. Electronic digital thermostat specifically designed for guestroom applications must be provided.
2. Required features are as follows:
 - a. System on/off selection
 - b. Automatic or manual heating/cooling selection
 - c. Backlit [LCD](#) digital display with temperature numerals that are at least 1/2" (12.7 mm) in height

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- d. Fan mode button that allows guest to have either continuous fan, fan cycling on demand of heating/cooling, and manual speed selection
 - e. Control algorithm that causes fan speed to increase as the room conditions increase above set point, returning to low speed as set point is reached
 - f. Concealed temperature limits for heating and cooling
- 3. Locate thermostats remotely from the air conditioning device, typically near the bathroom and entry wall in a location unaffected by supply air drafts.
 - 4. Install interlocks with exterior operable doors or windows that de-energize the air conditioning when they are open.
 - 5. Hilton Worldwide must for review and approve all selections.

2510.08 Electrical

- A. Power outlets must be placed to allow for convenient connection of the individual fixture/lamp. Power cords must be concealed from guest view.
- B. Back-to-back electrical device enclosures are not permitted between guestrooms. Provide minimum 6" (152 mm) horizontally between outlets.
- C. Maintain fire rating between guestrooms where devices are located.
- D. Power Requirements
 - 1. Locations required:
 - a. Where required by prototype drawings
 - b. Convenience outlets required for use with iron and coffee maker. Outlet for coffee maker must be located at the hospitality center.
 - c. One horizontally-mounted duplex electrical outlet must be provided above the desk, 34" (864 mm) above finished floor, and another duplex below the desk at standard mounting height.
 - 2. Circuits
 - a. Provide at least two independent power circuits for the general devices and lighting, and at least one [GFCI](#) circuit for the bathroom. Circuit interruption in one guestroom should not affect an adjacent room.
 - b. Two electrical receptacles on a separate circuit (refrigerator, microwave, and convenience outlets) are required at the hospitality center.
 - 3. Switch plates and outlet cover plates must match in style and be white.

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E. Lighting

1. Comply with requirements included in [Section 2514.08](#).
2. Wall switch must be provided adjacent to entry to control ceiling mount entry light. Coordinate location with door guard.

2510.09 Technology

A. Telephone

1. Each guestroom must contain a telephone at the nightstand.
2. The telephone outlet must be provided at typical mounting height below the counter.

B. High-Speed Internet Access ([HSIA](#))

1. Refer to [Section 2514.09](#) for requirements in the guestroom.
2. When wired, HSIA must be provided at the desk area.
3. The RJ 45 data jack with high-speed internet access must be mounted horizontally at 34" (864 mm) above the finished floor.
4. Provide one 3/4" (19 mm) minimum conduit from the [MATV](#) outlet box to the RJ 45 data outlet at the desk for future technological changes/expansion.

C. Television

1. Televisions must comply with the specifications provided in [Sections 1706.00](#) and [2514.09](#).
2. Televisions must be the following minimum sizes:
 - a. 32" (813 mm) screen – maximum size: 42" (1.07m).
3. Televisions must be viewable from desk.

D. This line item intentionally left blank.

2510.10 This standard intentionally left blank.

2511.00 Specialty Suites

All items in [Section 2510.00, Guestroom/Suites](#), are applicable to this section except where additional or differing information is provided within this section.

A. When suites are included in a project, at least one suite must comply with [Section 2517.00](#).

B. Side-by-Side Suite

1. Side-by-side suites are optional, upscale accommodations approved for markets where demand is justified.

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2511.00.B *continued*

2. The suite must be a two guestroom bay unit, consisting of a living room (parlor) and an upgraded bedroom. The parlor must include a half-bath, closet, and a living room area with a wet bar. The bedroom must include a closet and a four-fixture bath (toilet, vanity, oversized or whirlpool tub, and separate shower). Refer to the prototype drawings for configuration and design.
3. A pair of 2'-6" (762 mm) x 6'-8" (2.03 m) doors must be provided between the parlor and bedroom.
4. Furnishings, Fixtures and Equipment
 - a. The Parlor must include:
 - 1) Sofa bed
 - 2) Two end tables with table lamps
 - 3) Lounge chair
 - 4) Cocktail table
 - 5) Bachelor's chest (with four drawers)
 - 6) Desk with the Herman Miller "Mirra®" desk chair and desk lamp
 - 7) Television
 - 8) Wet bar containing:
 - a) Microwave oven (under-counter)
 - b) Under counter refrigerator
 - c) Coffee maker
 - d) Bar sink
 - 9) Artwork
 - 10) Framed mirror over desk
 - 11) Framed full-length mirror
 - b. The bedroom must include:
 - 1) King bed
 - 2) Headboard
 - 3) Two nightstands with nightstand lamps
 - 4) Bachelor's chest (with four drawers)
 - 5) 32" (813 mm) - 42" (1.07 m) television
 - 6) "Slipper" chair (armless, fully upholstered side chair)

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2511.00.B *continued*

- 7) Side table
- 8) Floor lamp
- 9) Artwork
- 5. The parlor and bedroom must have individual [HVAC](#) controls.
- 6. Electrical
 - a. A ceiling-mount light is required in the living area.
 - b. Provide a 3-way switch for the entry foyer light. Locate switches at entry door and adjacent to the bedroom door (living room side).
 - c. A switch inside the bedroom door must operate the bedroom floor lamp.
- 7. A telephone must be provided in the living room and one in the bedroom at the nightstand.
- 8. Each suite must have two televisions—one in the living room and one in the bedroom. The televisions must be 32" (813 mm) to 42" (1.07 m) in size.

C. Shotgun Suite

- 1. Shotgun suites are optional accommodations in markets where demand warrants a suite configuration in a 12'-0" (3.66 m)-wide room bay. Twenty-five percent of the total property's guestroom count may be shotgun suites.
- 2. Each suite must consist of three separate areas: a living room, a bathroom and a bedroom. The bathroom must include a vanity, toilet, and bathtub. Refer to the prototype drawings for configuration and design.
- 3. All suite bedrooms must be either king—or double queen—bedded. A maximum of 50 percent are allowed to be double queen rooms.
- 4. The suite is not allowed as an efficiency suite.
- 5. All suites must have an enclosed closet with a minimum of 3'-6" (1.07 m) in total width and 2'-0" (610 mm) in total depth.
- 6. Furnishings, Fixtures and Equipment
 - a. The living room must include:
 - 1) Sofa bed
 - 2) End table with table lamp
 - 3) Lounge chair
 - 4) Cocktail table
 - 5) Activity desk

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2511.00.C.6.a *continued*

- 6) Herman Miller “Mirra®” desk chair
- 7) Desk lamp
- 8) Television chest (with four drawers)
- 9) Television
- 10) Hospitality center or bar containing:
 - a) Microwave oven
 - b) Under counter refrigerator
 - c) Coffee maker
- 11) Artwork
- 12) Framed mirror over desk
- 13) Framed full-length mirror
- b. The double-queen bedroom must include:
 - 1) Two queen beds
 - 2) Two headboards
 - 3) One nightstand with table lamp
 - 4) Television chest (with four drawers)
 - 5) Television
 - 6) Artwork
 - 7) Full-length mirror
- c. The king bedroom must include:
 - 1) King bed
 - 2) Headboard
 - 3) Two nightstands with table lamps
 - 4) Television chest (with four drawers)
 - 5) Television
 - 6) Artwork
 - 7) Full-length mirror
- 7. [PTAC](#) units are not permitted in shotgun-configured suite rooms.

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2511.00.C *continued*

8. Electrical
 - a. Two recessed downlights are required in the hallway connecting the living room and bedroom.
 - b. A ceiling-mount light is required in the living area.
 - c. Provide a 3-way switch at the entry door and in the hallway between the living room and bedroom that operates the living room ceiling fixture.
9. A telephone must be provided in the living room and one in the bedroom at the nightstand.
10. Each suite must have two televisions—one in the living room and one in the bedroom. The televisions must be 32" (813 mm) to 42" (1.07 m) in size.

2512.00 Guest Bath

Refer to [Sections 2514.00, Technical Criteria](#), and [2515.00, Furnishings Fixtures and Equipment](#), for requirements applicable to this section.

- A. The inside finished dimensions must be the minimum as shown in prototype drawings.

2512.01 Doors

- A. This line item intentionally left blank.
- B. This line item intentionally left blank.
- C. Bath door must be a solid-core door.
- D. Hardware must be provided to close bath door when guestroom entry door is opened. It is permissible to swing the door into the bath if the bath is deeper than 5'-0" (1.52 m) for clearance at the toilet.
- E. A grade 2, cylindrical privacy set with lever handle is required on swinging bathroom doors. The finish must match the adjacent hardware.
- F. Lock operation for swinging doors: The latch bolt must operate by lever from either side, except when the pushbutton locks the outside lever. The pushbutton lock must release by closing the door. The lock must release by turning the inside lever. The pushbutton lock must also be released by emergency key. The backset must be 2-3/8" (60 mm) minimum with a minimum latch projection of 1/2" (12.7 mm).
- G. This line item intentionally left blank.

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2512.02 Finishes

A. Floor

1. Tile
2. Base
 - a. 6" tile
3. A 2" (50.8 mm) minimum-width sealed marble threshold at the door, not to exceed 5/16" (8 mm) above the floor level, is required where the bath tile floor transitions to carpet. Threshold is not required at the door if tile floor extends past bath entry door.

B. Wall

1. Vinyl wallcovering
2. This line item intentionally left blank.
3. Moisture-resistant gypsum board is required.
4. Tub/shower surrounds
 - a. Acceptable materials
 - 1) Tile
 - a) Tile must coordinate with floor tile.
 - 2) Cultured marble
 - a) Finish must have a pattern, be matte and coordinate with vanity top.
 - b) Scribe to tub or shower edge.
 - c) Samples must be reviewed and approved prior to installation.
 - 3) Solid surface
 - a) Scribe to tub or shower edge.
 - b) Samples must be reviewed and approved prior to installation.
 - 4) Granite surrounds must not be used.
 - b. Material must extend to the ceiling.
 - c. Caulking must match the tub surround color.

C. Ceiling

1. Paint – smooth or orange peel
2. Moisture-resistant gypsum board is required.
3. Ceilings must be a minimum of 7'-4" (2.24 m).

[Hilton Garden Inn Franchise](#)[Prototype Drawings](#)

2512.03 Mechanical

- A. The bathroom area must be mechanically exhausted to the exterior as described in [Section 2514.06](#).
- B. Recirculating-type exhaust is not allowed.
- C. Noise Level:
 - 1. If individual toilet exhaust fans are used, select toilet exhaust fans for maximum inlet noise level of 2.0 sones per [AMCA](#) Standards, at design air flow and static pressure.
 - 2. If a central exhaust fan is used, design for noise levels within the guestrooms that comply with [Section 2514.06](#).
- D. Provide separate wall switch for an intermittent toilet exhaust fan.
- E. Exhaust fan finish must match the room finish colors.

2512.04 Fixtures/Plumbing

- A. Provide white plumbing fixtures (tub, toilet and sink), with chrome-plated exposed drain lines and supply lines (under the vanity and at the toilet).
- B. Plumbing fixture trim must be commercial-grade, chrome-plated brass as manufactured by nationally known manufacturers. Only escutcheon plates are allowed to be chrome plated plastic.
- C. Fixture trim must be brushed or polished chrome. All finishes must coordinate in color.
- D. This line item intentionally left blank.
- E. Bathtubs and sinks must have overflow outlets.
- F. Rubber stoppers are not permitted.
- G. Bathtubs
 - 1. This line item intentionally left blank.
 - 2. Tubs are required in two-bedded rooms; sofa beds are included in the bed count.
 - 3. All tubs must be a minimum of 5'-0" (1.52 m) long.
 - 4. Acceptable tubs:
 - a. Cast Iron tubs that meet the following minimum requirements:
 - 1) An acid—and scratch—resistant enameled finish on a single one piece sand cast base with integral apron,
 - 2) A slip-resistant surface on the bottom of the well meeting [ASTM](#) F-462 Slip-resistant Bathing Facilities
 - 3) Integral lumbar support/sloped back

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2512.04.G.4 *continued*

- b. Porcelain-on-steel Composite tubs that meet the following minimum requirements:
 - 1) An acid-resistant enameled finish on a minimum 16-gauge one piece steel formed tub with an integral apron and an acrylic-composite backing on the underside of the tub
 - 2) A slip-resistant surface on the bottom of the well meeting [ASTM F-462](#) Slip-resistant Bathing Facilities
 - 3) Straight tiling bead/flange
 - 4) Fully-bonded or integrated support on the bottom of the tub unit for support strength, sound deadening and heat retention
 - 5) Integral lumbar support/sloped back
- c. Porcelain-on-steel (POS) tubs that meet the following minimum requirements:
 - 1) An acid-resistant enameled finish on a minimum 16-gauge one piece steel formed tub with an integral apron
 - 2) A slip-resistant surface on the bottom of the well meeting ASTM F-462 Slip-resistant Bathing Facilities
 - 3) Straight tiling bead/flange
 - 4) Fully-bonded or integrated composite material on the bottom of the tub unit for support strength, sound deadening and heat retention
 - 5) Integral lumbar support/sloped back
- 5. Unacceptable tubs:
 - a. Fiberglass tubs
 - b. Acrylic tubs
 - c. Plastic tubs
 - d. Tub liners
 - e. Applied bathmats or strips
- 6. This line item intentionally left blank.

H. Showers

- 1. This line item intentionally left blank.
- 2. This line item intentionally left blank.
- 3. Showers are required in single-bedded rooms; accessible guestrooms are an exception when tubs are required by [Section 2517.00](#).
- 4. Showers must be a minimum of 5'-0" (1.53 m) long and 2'-10" (864 mm) deep.

[Hilton Garden Inn Franchise](#)[Prototype Drawings](#)

2512.04.H *continued*

5. Acceptable shower receptors:
 - a. Cast iron receptors that meet the following minimum requirements:
 - 1) An acid—and scratch—resistant enameled finish on a single one piece sand cast base with integral apron
 - 2) A slip-resistant surface on the bottom of the well meeting [ASTM F-462 Slip-resistant Bathing Facilities](#)
 - b. Porcelain-on-steel Composite receptors that meet the following minimum requirements:
 - 1) An acid-resistant enameled finish on a minimum 16-gauge one piece steel formed receptor with an integral apron and an acrylic-composite backing on the underside
 - 2) A slip-resistant surface on the bottom of the well meeting ASTM F-462 Slip-resistant Bathing Facilities
 - 3) Straight tiling bead/flange
 - 4) Fully-bonded or integrated support on the bottom of the unit for support strength, sound deadening and heat retention
 - c. Porcelain-on-steel (POS) receptors that meet the following minimum requirements:
 - 1) An acid-resistant enameled finish on a minimum 16-gauge one piece steel formed receptor with an integral apron
 - 2) A slip-resistant surface on the bottom of the well meeting ASTM F-462 Slip-resistant Bathing Facilities
 - 3) Straight tiling bead/flange
 - 4) Fully-bonded or integrated composite material on the bottom of the tub unit for support strength, sound deadening and heat retention
 - d. Single-piece cultured granite receptors
6. Unacceptable shower receptors:
 - a. Fiberglass
 - b. Acrylic
 - c. Plastic
7. Single-piece accessibility-compliant roll-in shower units are acceptable for accessible guestrooms, but they must be reviewed and approved.

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2512.04 *continued*

8. Shower door

- a. Showers (not tubs) require a swinging door system. Doors must be frameless or semi-frameless with tempered clear glass, 1/4" (6.4 mm)-thick. System frame must be silver/chrome finish, polished or brushed.
- b. Roll-in showers in accessible rooms must have curtains in lieu of shower doors.

I. Toilets

1. Toilets must be vitreous china, 1.6 gallons/flush tank-type with floor or back outlet, wheel stop assembly and heavy-duty, elongated bowls. 1.28 gallons/flush or dual-flush toilets are allowed, but must be pre-approved by Hilton Worldwide.
2. Flush valve toilets are not permitted.
3. Toilets must have commercial-grade, closed-front, solid plastic seats and lids. The seat and lid must remain in an upright position without being held. Padded seats are not permitted.
4. Water supply for toilets must be mounted 10" (254 mm) above the finished floor to avoid conflicting with the tile base.

J. Tub/Shower Controls

1. Tub/showers must have a thermostatically-controlled and pressure-compensated single-lever mixing valve that meets the following requirements:
 - a. Valves must pass through cold water first.
 - b. The "in wall" valve must be brass or cast bronze with a pressure-balancing mechanism.
 - c. The pressure-balancing piston must be downstream from the shut off valve. Spring-loaded or flapper-type check valves are not permitted.
 - d. If a reverse connection is required, only valves with reversed inlet parts are allowed.
 - e. The temperature limit stop screw must be field set at 120 °F (48.8 °C).
2. Lever-activated waste stoppers or lift-and-turn waste stoppers are required.
3. Rough-in for the shower head must be 6'-10" (2.08 m) above the finished floor.
4. A pulsating (variable spray and massage) shower head with a 2.5 [gpm](#) flow restrictor is required. Acceptable showerheads are Moen # 3838 Multi-Function shower head, Hans Grohe Croma, WaterPik # SM-623GG, WaterPik # NSL-623, or approved equal.
5. Accessible bathrooms must have a hand shower kit with slide bar and showerhead in addition to the standard room showerhead mounted at the typical location. Lever handles must be provided for all controls. The adjustable showerhead must be provided on the appropriate wall as required by [Section 2517.00](#).
6. This line item intentionally left blank.

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2512.04 *continued***K. Vanity Faucets**

1. The vanity faucet must be a commercial-grade single-lever faucet or dual lever, 8" (203 mm) widespread with the quarter-turn feature, chrome-plated brass with removable disc cartridges. Lever handles are not allowed to have exposed screws. Lever-activated waste stoppers are required.
2. Each hot and cold water supply must have an individual cutoff valve.
3. This line item intentionally left blank.

2512.05 Electrical

- A. Provide a [GFCI](#)-protected electrical outlet above the vanity adjacent to the light switch.
- B. This line item intentionally left blank.
- C. Locate the light switch and electrical outlets so they do not conflict with the mirror, vanity backsplash or towel holder.
- D. This line item intentionally left blank.

2512.06 Lighting

- A. Comply with requirements included in [Section 2514.08](#).
- B. All guest bathroom lamps must be warm white lamps. All fluorescent lighting must have instant start electronic ballasts and be approved for a damp location.
- C. This line item intentionally left blank.
- D. This line item intentionally left blank.
- E. This line item intentionally left blank.
- F. This line item intentionally left blank.
- G. This line item intentionally left blank.
- H. A night light must be provided inside the bathroom.
 - I. This line item intentionally left blank.
 - J. This line item intentionally left blank.
- K. Bathroom lighting must be provided by wall sconces located at 5'-10" (1.78 m) above the finished floor on the side walls above the vanity 12" (305 mm) from mirror wall. Wall sconces must have instant-on or programmed start electronic ballasts and two 18-watt compact fluorescent lamps per fixture. Horizontal or vertical strip light fluorescent fixtures mounted on walls and surface-mounted fluorescent fixtures mounted on ceilings above lavatories are not acceptable.
- L. For bathrooms exceeding 45 ft² (4.18m²), an additional ceiling light is required between the toilet and bathtub.

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2512.07 This standard intentionally left blank.

2512.08 Vanities

- A. Vanities must be 34" (864 mm) high.
- B. This line item intentionally left blank.
- C. Tops
 - 1. Vanity tops must be granite, minimum of 22" (559 mm) deep and extend wall to wall. All vanities must be 3/4" (19 mm)-thick bowed front vanity countertop with polished edge and polished sink cut-out for undermount china bowl. Four-inch (102 mm) side and back splashes and an 8" (203 mm) minimum apron are required. The vanity front must be wood with two cubby areas, one for the hair dryer and one for the hand towels. See prototype drawings for approved configuration. Plastic laminate is not allowed.
 - 2. All porous stone tops must be properly sealed upon installation.
 - 3. Banjo-type vanity tops are not permitted.

2512.09 Bathroom Accessories

- A. All bathroom accessories must be non-corrosive and must match the finish of the bathroom fixtures' trim.
- B. Internal wood blocking secured to studs is required for all wall-mounted accessory items.
- C. Guest bathrooms must contain the following accessories:
 - 1. Toilet Tissue Dispenser

The toilet tissue dispenser must be a surface-mount, double-roll dispenser that coordinates with the other bath fixtures and accessories. The finish must match the vanity faucet. All wall-mount applications require the roll dispenser to be decorative. When within reach of the vanity, the mount location must be under the vanity front. See prototype drawings for more information.
 - 2. Shower Rod

All tubs and accessible roll-in showers must have a shower rod. All rods must be permanently secured and mounted 6'-8" (2.03 m) above the finished floor to the centerline of the rod. The rod is typically centered on the back side of the tub edge. All tubs must have curved rods, but accessible roll-in showers must have a straight rod.
 - 3. Grab Bars
 - a. A decorative chrome or stainless steel grab bar, 24" (610 mm) in length, must be installed vertically on the tub wall 1'-9" (533 mm) from the shower head wall at tub or 1'-1" (330 mm) from the shower head wall at showers with the bottom flange of the grab bar 30" (762 mm) above the finished floor.

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2512.09.C.3 *continued*

- b. All grab bars must be securely anchored and capable of withstanding 250 lbs. of pull. Cement adhesive is not acceptable. Grab bars must have flange covers to conceal the mounting screws.

4. Soap Dishes

Two soap dishes are required. Soap dishes must not have grab handles and must not be metal. For shower-only rooms, the soap dish must be placed in the corner on the showerhead wall [48" (1.22 m) above the finished floor] and a footrest in the corner opposite the showerhead on the back wall [15" (381 mm) above the finished floor]. For tub/shower combos, the shower height dish remains in the showerhead corner with the tub height centered on the back wall [24" (610 mm) above the finished floor]. Tubs with horizontal grab bars, like accessible baths, must shift the 24" (610mm) mounted dish closer to the corner to avoid interference with the bar.

5. Towel Shelf

- a. One 304 stainless steel towel shelf with a single bar must be provided. The shelf must be 24" (610 mm) minimum with 3/4" (19 mm) O.D. shelf and bar tubing. Fourteen-gauge support plates must be positioned behind the 2" (51 mm) minimum-width wall flange.
- b. Locate the shelf in the bathtub area, opposite the showerhead.

6. Towel Bar

Provide one 18" (457 mm) towel bar, centered and installed 15" - 18" (381 mm - 457 mm) above the vanity at the side wall opposite the entry door. The light switches and receptacles at the vanity must not be concealed when towels are placed on the towel bar.

7. This line item intentionally left blank.**8. Robe Hook**

A double-prong robe hook is required on the back of the bathroom door. It must be zinc and triple-plated with a concealed screw and minimum hook projections of 1-5/8" (4.13 cm). Mount at 6'-0" (1.83 m) above the finished floor. An additional hook, mounted as required by [Section 2517.00](#), must be provided in the accessible guestrooms.

9. This line item intentionally left blank.**2512.10 Furnishings, Fixtures and Equipment****A. Art**

- 1. Artwork is required above the toilet. Refer to the interior design prototype drawings for placement and mounting heights.

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B. Mirror

1. A wall-mounted, decorative framed mirror is required above the vanity. The frame width must be 2" (51 mm) minimum. Poly frames are not permitted.
2. The vanity mirror [36" (915 mm) H x 48" (1.22 m) W minimum] must be flanked on the sidewalls by wall sconces.
3. This line item intentionally left blank.
4. This line item intentionally left blank.

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2513.00 Back Of House

Refer to [Sections 2514.00, Technical Criteria](#), and [2515.00, Furnishings Fixtures and Equipment](#), for requirements applicable to this section.

2513.01 Office

- A. Provide, as a minimum, the offices and work areas as shown on the prototype drawings.
- B. Provide door viewer at the main office door entry.
- C. Provide locks on all rooms and offices. Lock must release with key, turning the inside lever or closing the door.
- D. Finishes
 1. Floor
 - a. Carpet
 - 1) 32 oz. or better
 - b. Base
 - 1) 4" rubber or vinyl
 2. Wall
 - a. Vinyl wallcovering
 3. Ceiling
 - a. Acoustic ceiling tile
- E. Work counters must be 30" (762 mm) deep.
- F. Electrical
 1. At each desk/workstation there must be a minimum of one dedicated quad outlet. This must be located within five feet of the workstation. All outlets must be isolated ground. Each dedicated circuit may provide power for up to three workstations per 20A circuit.

2. At each desk/workstation there must be a minimum of one telephone and one data port. These must be located within five feet of the workstation.
3. Each workstation must be wired as required by [Section 2518.00](#).
- G. For each office, provide a minimum of one desk (with pencil drawer and file drawer, minimum), one desk chair and one side chair.

2513.02 Housekeeping Zones

A. Laundry

1. The minimum size of the laundry area and the minimum number of equipment pieces must be as shown in the prototype drawings.
2. Locate the laundry on lowest level of the property and acoustically insulate to prevent vibration and noise transmission to other areas of the property.
3. A dryer enclosure room is required. Access to the enclosure must be through an interior lockable door.
4. Provide a lockable linen storage adjacent to the laundry. The room must be sized to accommodate 36 lineal feet of 18" (457 mm)-deep shelving.
5. Entrance doors must be 3'-6" (1.07 m) wide with keyed deadbolt outside and thumb turn inside, door closer with hold open feature, push/pull-plates and kick plates.
6. Finishes
 - a. Floor
 - 1) Vinyl Composite Tile
 - 2) Base
 - a) 4" Rubber or Vinyl
 - b. Wall
 - 1) Paint
 - c. Ceiling
 - 1) Acoustic Ceiling Tile
7. Mechanical/Plumbing
 - a. An independent central [HVAC](#) system is required for this area.
 - b. Provide a mop sink in the laundry area.
 - c. Provide area floor drains and a continuous trough drain with open grating at the washer/extractors.

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2513.02 *continued*

8. Provide a wall-mounted house telephone in the laundry area.
9. All laundry equipment must be installed with vibration isolators.
10. Laundry equipment must be based upon 11-13 lbs. of laundry per guestroom.
11. Provide a laundry folding table with adjustable heights.

B. Linen Chute

1. A linen chute is required.
2. Linen chutes may not be accessed directly from the guest corridor or any other public area.
3. Linen chute rooms must be sized to accommodate a cart and a person.
4. Linen chute doors must have a lock and be self-closing. Linen chute doors must terminate with an automatic fire-rated closure device activated by a fusible link.
5. This line item intentionally left blank.

C. Housekeeping Office

1. Provide a housekeeping office off the service corridor as shown in prototype drawings.
2. Provide a door with view panel and lockset.

2513.03 Engineering

- A. The engineering area must be a minimum of 150ft² (13.9m²) or 1 ft² (0.93m²) per guestroom, whichever is greater.
- B. Provide a work bench.
- C. Doors must have a lockset.
- D. Finishes
 1. Floor
 - a. Sealed concrete
 - b. Base
 - 1) 4" rubber or vinyl
 2. Wall
 - a. Paint
 3. Ceiling
 - a. Acoustic ceiling tile

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- E. A minimum of one duplex outlet must be provided on each wall.
- F. Provide a 208-240 VAC outlet and television connection outlet above the work bench.
- G. Provide a telephone.

2513.04 Team Member Facilities

A. Dining/Break Room

- 1. A break room must be included as shown on the prototype drawings.
- 2. Doors, when accessed directly off a service corridor, must have a wire glass vision panel.
- 3. Finishes
 - a. Floor
 - 1) Vinyl composite tile
 - 2) Base
 - a) 4" rubber or vinyl
 - b. Wall
 - 1) Paint
 - c. Ceiling
 - 1) Acoustic ceiling tile
- 4. Provide a counter, storage cabinets, microwave, full-size refrigerator and sink with hot and cold water.
- 5. Provide a minimum of one locker per 12 guestrooms. When separate rooms are provided for lockers, allocate the number of the lockers according to employee mix.
- 6. Lockers must be a minimum of 2.5 cubic feet, two-tier with a base.
- 7. Provide a house telephone if not adjacent to laundry.
- 8. Provide a minimum of one table with high-pressure laminate top and four chairs.
- 9. This line item intentionally left blank.

B. Employee Restroom

- 1. Provide a unisex employee restroom separate from the public restrooms.
- 2. Bathroom door must be solid-core wood, self-closing with lockset. If multiple stall toilets are provided, kickplates and push/pull plates must be provided in lieu of a lockset.

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2513.04.B *continued*

3. Finishes
 - a. Floor
 - 1) Vinyl composition tile
 - 2) Tile
 - 3) Base
 - a) 4" rubber or vinyl
 - b) 6" tile
 - b. Wall
 - 1) Paint
 - c. Ceiling
 - 1) Acoustic ceiling tile
 - 2) Exposed or painted structure ceilings are not allowed.
4. Mechanical/Plumbing
 - a. Toilets must be vitreous china with an elongated bowl.
 - b. Toilet seats must be white, solid plastic and open front with lid. Seat must remain in an upright position without being held.
 - c. Sinks must be wall-mounted.
 - d. Provide a floor drain in restrooms. Slope floor to drain.
5. Provide a minimum of one duplex, ground fault convenience outlet at each sink area.
6. Provide a mirror and shelf combination above the sink.
7. Toilet accessories are required as follows:
 - a. Dual toilet tissue holder
 - b. Sanitary napkin/tampon dispensing machine in women's toilet
 - c. Waste receptacle
 - d. Wall-mounted paper towel dispenser
 - e. Wall-mounted liquid soap dispenser at each sink
8. A janitor closet with storage shelf and service sink must be located adjacent to toilets.

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2513.05 Storage

- A. General storage must be a minimum of 120 ft² (11.14 m²) or 1 ft² (0.093 m²) per guestroom, whichever is greater.
- B. Finishes
 - 1. Floor
 - a. Vinyl composite tile
 - b. Base
 - 1) 4" rubber or vinyl
 - 2. Wall
 - a. Paint
 - b. Meeting room storage walls must be painted concrete block construction or fiberglass reinforced panels over drywall/stud construction.
 - 3. Ceiling
 - a. Paint
 - b. Acoustic ceiling tile
- C. Linen Storage
 - 1. Provide a lockable linen storage room on each guestroom floor. Linen room must be sized to accommodate two housekeeper carts, 36'-0" (10.97 m) lineal of 18" (457 mm)-deep, floor to ceiling shelving spaced approximately 18" (457 mm) apart, and a limited amount of vertical storage space for mops, brooms, etc.
 - 2. Any electrical risers or equipment located within the linen room is required to be enclosed in a serviceable closet or have a lockable panel cover.
- D. Indoor Storage
 - 1. Storage must include provisions for the following:
 - a. Replacement furniture and carpet (at least one set, including mattress and box springs)
 - b. Miscellaneous supplies for guestrooms (including hand soap)
 - c. Extra guestroom equipment (irons, ironing boards, hair dryers, etc.)
 - d. Extra television sets and extra individual air conditioning units
 - e. Toilet tissue, facial tissue, coffee supplies, matches and glasses
 - f. Roll-aways and baby cribs
 - g. Chemical and soap supplies

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2. Provide area for locked storage including an area for lost and found.
3. Provide 18" (457 mm)-deep, floor to ceiling shelving as needed for supplies.

E. This line item intentionally left blank.

F. Provide a minimum of one duplex convenience outlet on each wall.

G. Incandescent light fixtures are not acceptable.

H. Gasoline-powered equipment and flammable liquids must be stored in an enclosure away from the main building or in a protected room. A code-compliant, flammable materials storage cabinet or closet is permitted inside the main building for paint storage and any other hazardous materials.

2513.06 Electrical Rooms

A. Doors must have a lockset and door closer.

B. Finishes

1. Floor

a. Sealed concrete

b. Base

1) 4" rubber or vinyl

2. Wall

a. Paint

3. Ceiling

a. Paint

b. Acoustic ceiling tile

C. All electrical panel boxes and circuits must be labeled.

D. Exposed electrical panel boxes must be finished to coordinate and blend with the surrounding interior finish and color scheme.

2513.07 Mechanical Rooms

A. Doors must be 3'-6" (1.07 m)-wide with lockset and door closer with hold open feature.

B. Finishes

1. Floor

a. Sealed concrete

b. Base

1) 4" rubber or vinyl

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- 2. Wall
 - a. Paint
 - 3. Ceiling
 - a. Paint
 - b. Acoustic ceiling tile
 - C. Install suitable membrane on upper floor mechanical rooms to minimize potential moisture problems on lower floors.
 - D. Domestic Water Heating System
 - 1. Provide a temperature gauge in the discharge from each water heater and a separate gauge in the common supply water header leaving the domestic water heaters.
 - 2. Install adjustable angle, bi-metal, 3" (76 mm) dial-type gauge, 0 to 200 °F (-20 to 95 °C) temperature range in a thermal well appropriately sized for the pipe.
 - 3. Provide combustion air requirements required by manufacturer and local codes.
 - E. Floor Drain
 - 1. Provide brass floor drain with floors sloped to drain.
 - 2. Install suitable trap primer device complete with isolation valve and access for maintenance.
 - F. Provide a minimum of one duplex outlet on each wall.
- 2513.08 Computer/Telecom Room
- A. For maximum efficiency, the computer equipment room must be within 100 feet of the telecom equipment.
 - B. Finishes
 - 1. Floor
 - a. Vinyl composite tile
 - b. Base
 - 1) 4" rubber or vinyl
 - 2. Wall
 - a. Paint
 - 3. Ceiling
 - a. Paint
 - b. Acoustic ceiling tile

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- C. A minimum of one dedicated 20A quad outlet and two dedicated 15A quad outlets must be provided adjacent to the property management system rack. All outlets must be isolated ground. See prototypical drawings for more information.
- D. A metal, floor-mount, 72" (1.82 m) H x 19" (483 mm) W x 30" (762 mm) D, four-rail rack with four shelves must be provided for the property management system equipment. Additional systems may require that additional racks (up to three) be provided.

2513.09 Trash Collection Area

- A. Trash chutes within the property are not permitted.
- B. This line item intentionally left blank.
- C. Trash Compactor/Container
 - 1. A trash container is required. A trash compactor is allowed.
 - 2. This line item intentionally left blank.
 - 3. The charging point of the trash compactor/container must be accessible directly from the receiving area.
 - 4. Provide power as required for the specific compacter unit selected.
 - 5. This line item intentionally left blank.
 - 6. This line item intentionally left blank.
 - 7. Provide wash-down capability at trash container area and slope to drain when allowed by the local jurisdiction. Position the drain near one edge of the area so that it is accessible when the container is in place.
 - 8. Painted steel pipe bollards must be installed around the container to prevent damage to walls.
 - 9. Operation of the compactor must be controlled by a dead man switch.
- D. Refrigerated Trash Room
 - 1. Provide a refrigerated trash room in locations where scheduled trash pick-ups and trash odors are a potential problem.
 - 2. The refrigerated trash room must be convenient to the receiving/loading dock area and accessible from the kitchen.
 - 3. Provide a 3'-6" (1.07 m)-wide minimum door with automatic closer, kickplate, and lockset.
 - 4. Wash-down capabilities must be provided with floor drainage.

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E. Recyclable Storage Room

1. A recyclable storage room, when required by local jurisdiction, must be provided in close proximity to the loading dock/receiving area.
2. Provide a 3'-6" (1.07 m)-wide minimum door with automatic closer, kickplate, and lockset.
3. Wash-down capabilities must be provided with floor drainage.
4. Provide electrical outlets as required for equipment.
5. Provide equipment such as containers, baler, crusher, etc., necessary to properly package recyclable items for removal and dumping.

2513.10 Receiving Area

- A. A receiving area must be provided for delivery of food, laundry, housekeeping and maintenance supplies.
- B. The receiving area must be a minimum of two bays. One bay is for service vehicles and the second for the trash compactor/container.
- C. Location of the receiving area must provide easy access for trucks and minimize circulation conflict with the public.
- D. Area must be screened from public view with an 8'-0" (2.44 m)-high masonry wall, finished to match building on the exterior and painted on the interior.
- E. Provide a minimum 4'-0" (1.22 m) x 7'-0" (2.13 m) hollow metal door or a pair of 3'-0" (915 mm) doors from the receiving area into the property.
- F. Doors must be lockable with door closers and hold open feature.
- G. Service bays must have a minimum 6" (152 mm)-thick heavy duty concrete floor slabs.
- H. Concrete floor finish must be sealed to prevent staining.
 - I. Provide insect fan above receiving area entrance to building.
 - J. Provide a frost-proof yard hydrant for area wash-down.
 - K. Provide a drain at the rear of the receiving area to prevent liquid run-off.
 - L. Provide a waterproof [GFCI](#) 120V convenience outlet.

2513.11 This standard intentionally left blank.

2513.12 This standard intentionally left blank.

2513.13 This standard intentionally left blank.

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2514.00 Technical Criteria

2514.01 Doors and Windows

- A. Doors must be no less than 3'-0" (915 mm) W x 6'-8" (2.03 m) H.
 - 1. All meeting room doors and guestroom entry doors must be 7'-0" (2.13 m).
- B. At grade-level, all corridor entry/exit doors must be glass and aluminum, narrow stile design.
- C. Interior metal doors must be a minimum 18-gauge cold rolled steel. Exterior doors must be a minimum 16-gauge, 'A-60' galvanized.
- D. Provide view panels in doors of public activity rooms such as fitness center, guest laundry, business center, vending, and indoor swimming pool, unless sidelights are provided.
- E. Door stops are required for all doors. Floor stops are not permitted.
- F. All back of house doors subject to heavy traffic must have stainless steel kick plates.
- G. All doors must have lever-style hardware and must meet applicable accessibility guidelines.
- H. All locksets and latch sets for doors to linen rooms, mechanical and electrical rooms, stairwells, and any other spaces on guestroom floors must match the hardware for guestroom entry doors in finish and style.
- I. Electronic locks are required at the following areas: (deadbolt must be removed with the exception of the guestroom entry)
 - 1. Main entry door to the property
 - 2. Each guestroom entry door
 - 3. Business center
 - 4. Fitness center
 - 5. Indoor swimming pool entry and secondary entries
 - 6. Guest laundry
 - 7. Meeting rooms
 - 8. Secondary guest entrances to the public corridors at grade level
- J. Electronic locksets must have the following minimum features:
 - 1. A mechanical override (hard key) is not allowed.
 - 2. An encoded key card/FOB must be used for operation.
 - 3. An audit/interrogation feature must be provided.
 - 4. The deadbolt must be engaged by a turn piece on the inside of the room.

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5. The deadbolt and latch bolt must both retract when the inside lever is turned.
 6. The lever must remain in a horizontal position when not in operation.
 7. Radio frequency identification (contact-less) locks are allowed.
- K. Restricted areas of the property must have an access control system incorporated into door locking devices. Approved devices are key card access systems, digital keypad systems or remotely controlled electronic door latches. Areas where these must be provided include the following:
1. Entrance to front office area
 2. Back office areas accessible to public corridors
 3. Back of house access from meeting rooms
- L. Caulking to match wall covering is required around all door frames.
- M. Vinyl bulb weather-stripping must be provided on all exterior doors.
- N. Windows must be standard aluminum storefront with clear dual glazing and a finish compatible with other window trim.
- O. Frames must be thermally broken in areas where [ASHRAE](#) design temperature is below 32 °F (0 °C).
- P. Glass panels (for example, windows, glass doors or sidelights) which extend to the floor in all public areas and guestroom units must be shatterproof or tempered glass and identified with draperies, decals, planters or similar device, or equipped with a safety bar. Tinted or colored glass may be acceptable with prior approval from Hilton Worldwide.

2514.02 Walls

- A. Vinyl Wallcovering
1. All vinyl wallcovering must meet Class A ([ASTM](#) E-84 tunnel test).
 2. All wallcovering adhesives must be strippable and must contain mildew inhibitors.
 3. Twenty ounce, type II (or better) vinyl wallcovering is required in public areas and back of house areas.
 4. Fifteen ounce, type I (or better) vinyl wallcovering is required in guestrooms.
 5. Fifteen ounce, type I (or better) vinyl wallcovering is required in guestroom bathrooms.
- B. Acrylic Knock-Down
1. Acrylic knockdown is permitted in guestrooms where noted.
 2. In areas with high humidity levels, exterior walls in public areas may be considered for 100 percent acrylic knock-down versus vinyl wallcovering, but these must first receive approval from Hilton Worldwide.

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2514.02.B *continued*

3. Contact Hilton Worldwide for a list of approved manufacturers. Proposed substitute products must have the following information forwarded for approval.
 - a. Two samples, 8" (203 mm) x 8" (203 mm) minimum, showing the specific color and texture of the knock-down finish must be submitted to the Hilton Worldwide Project Manager. If the product is approved, one sample must be retained and one must be returned and must be kept on file at the jobsite for reference.
 - b. All submitted products must meet the following minimum performance characteristics. Supportive documentation must be provided to verify conformity.
 - 1) Perm rating of greater than 16 for the system, including basecoat, primers, texture coats, etc.
 - 2) Scrub resistance of a minimum of 2500 scrubs before failure [ASTM D 2486-89](#)
 - 3) Minimum dry film thickness of 10 mils or greater
 - 4) VOC levels of 1.0 pounds per gallon or less ASTM-D 3960
 - 5) Minimum of a five-year product performance warranty and a five-year warranty against mold and mildew growth. (The product must have been in commercial use for a time period that meets or exceeds the factory stated warranty period.)
 - 6) A product listing a "sealer" as part of the system is not permitted.
 - c. All submittals must be accompanied by independent laboratory test results to support manufacturer claims. Submitted independent lab test results must be on the testing lab letterhead. Test results on the manufacturer's letterhead will not be accepted.
 - d. All substitutions must be submitted for review with sufficient time allowed for evaluation.
 - e. No product is considered approved until Hilton Worldwide provides written approval during plan submittals. Installation is not approved until it is reviewed and approved on site.
4. Knock-down using drywall mud or non-acrylic finishes with paint or smooth painted walls is not permitted in all instances where acrylic knockdown is required.

C. Tile

1. Tile must be decorative ceramic tile, stone, or porcelain tile, 3/8" (9.53 mm) thick with rectified edge.
2. Tile grout must be non-shrink-type epoxy or latex portland cement to minimize staining. Grout lines must be narrow as possible.
3. If tile is used at tub/shower surrounds, it must be minimum 12" (305 mm) x 12" (305 mm) nominal tile.
4. Tile must not be installed over old tile in any areas of the hotel. Old tile must be completely removed before new tile is installed.

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D. Paint

1. All paints must be low VOC and low odor.
2. Paint in high-humidity areas must be satin or semi-gloss finish with a mildew-resistant formulation.
3. Paint used in high contact areas must be satin or eggshell finish that is durable, washable, and stain resistant.
4. Paint used on the interior walls of an indoor swimming pool room must be enamel-based paint.

E. Chair Rails/Corner Guards

1. When chair rails are used, they must have a decorative profile and be of a material resistant to wear such as a pre-finished [PVC](#) veneer.
2. At wall direction changes inside guestroom corridors, corner guards are required. They must be matte-finished plastic in a solid color to match the adjacent wall covering. Clear plastic is not allowed. They must be self-adhesive with no exposed screws or fasteners. They must extend from the floor base to the ceiling.

2514.03 Floors**A. Tile**

1. All floor tile must have a coefficient of friction ([ASTM-C1028-84](#)) of 0.6 wet or better and a breaking strength (ASTM-C648-84) of not less than 250 pounds.
2. Tile must be decorative non-slip or unpolished ceramic, porcelain or stone tile, 3/8" (9.53 mm) thick with a rectified edge.
3. Tile in public areas must be nominal 18" (457 mm) x 18" (457 mm) minimum. Rectangular-shaped tiles are permitted. The pavilion tile size and pattern must be as shown in the prototype drawings.
4. Tile in guestrooms must be nominal 12" (305mm) x 12" (305mm) minimum. Rectangular-shaped tiles are permitted.
5. Rectangular-shaped tiles must be a plank shape and sized no less than 3" (76.2 mm) x 24" (610 mm) or no greater than 9" (229 mm) x 36" (915 mm).
6. Accessible shower floors may be 2" (51 mm) x 2" (51 mm) tiles or larger.
7. Grout joints must be 3/16" (4.76 mm) maximum. Grout must be sealed after installation.
8. Vinyl and granite tile are not permitted.

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2514.03 *continued*

- B. This line item intentionally left blank.
- C. This line item intentionally left blank.
- D. Carpet
 - 1. Carpet must meet the following criteria:
 - a. Radiant panel: ([ASTM](#) E-648) Class 1
 - b. Smoke density: (ASTM E – 662)
 - c. Lightfastness: ([AATCC](#) 16 – E)
 - 2. Carpet must comply with the following.
 - a. [CYP](#) (computer yarn placement)—Public Areas, Guestrooms
 - Construction: Tufted
 - Machine gauge: 1/11 (all areas)
 - Stitches per inch: 11 (all areas)
 - Tufted pile height: 9/32
 - Face yarn: 100 percent solution-dyed, type 6 nylon-branded yarns
 - Primary backing: Woven polypropylene
 - Secondary backing: Action Bac
 - Face weight: 42 ounces per square yard
 - b. Multilevel Loop—Public Areas, Guestrooms, Back of house
 - Construction: Level loop
 - Machine gauge: 1/12 (public area)
 - Stitches per inch: 12 (public area)
 - Tufted pile height: 3/16
 - Face yarn: 100 percent solution-dyed, type 6 nylon-branded yarns
 - Primary backing: Woven polypropylene
 - Secondary backing: Action Bac Tuft bind rating: dry 10 pound; wet 8 pound; edge ravel 2 to 3 pound strength
 - Face weight: 32 ounces per square yard for guestrooms; 36 ounces for public areas

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2514.03.D.2 *continued*

c. Cut and Loop – Public Areas, Guestrooms

Construction: Tufted

Machine gauge: 1/10 (public area)

Stitches per inch: 12 (public area)

Tufted pile height: High 9/32; low 3/16

Face yarn: 100 percent solution-dyed, type 6 nylon-branded yarns plus or minus five percent variance on face weight allowed

Primary backing: Woven polypropylene

Secondary backing: Action Bac

Face weight: 32 ounces per square yard for guestrooms, 36 ounces for public areas

d. Cut Pile—Public Area, Guestrooms

Construction: Tufted

Machine gauge: 1/10 (public area)

Stitches per inch: 12 (public area)

Tufted pile height: 1/4" (6.35 mm) or greater for 32 ounces and 9/32" (7.14 mm) or greater for 36 ounces

Face yarn: 100 percent solution-dyed, type 6 nylon-branded yarns printed – type 6.6

Primary backing: Woven polypropylene

Secondary backing: Action Bac

Face weight: 36 ounces per square yard for heavy traffic areas, lobby, guest corridors and pre-function areas

32 ounces per square yard for guestrooms

e. Printed Carpet – Public Area

Machine gauge: 1/8" (3.18 mm) - 1/10" (2.54 mm)

Stitches per inch: 13.70 - 15.68

Pile height: .250" - .313"

Face yarn: Solution Ultron nylon (type 6.6) or Durkron nylon

Face weight: 36 ounces

Primary backing: Polypropylene

Secondary backing: Action Bak or equal. Duralon attached cushion is also approved as an alternate backing.

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2514.03.D.2 *continued*

f. Axminster – Public Area

Fiber: Wool/nylon blend (80/20) or 100 percent nylon (type 6.6) wool must be Woolen Spun Yarn. Semi-worsted is not permitted. Seventy percent British Specialty wool blend is preferred.

Yarn count: 2/46

Tuft density: 63 per square inch in corridors

70 per square inch in public areas and ballroom

Dye method: Pre-metalized dyes required

Pitch: 7

Pile height: .250" to .270"

Rows per inch: 9 in corridors and 10 in public areas and ballrooms

Pile weight above back: 27 - 30 ounces per square yard (80/20)
31 - 40 ounces per square yard (nylon)

Total weight pile: 36 - 44 ounces per square yard

Backing: Synthetic

Widths available: 27" (686 mm), 36" (915 mm) (for use as borders only);
9'-0" (274 mm), 12'-0" (366 mm), 15'-0" (457 mm), and 4-meter

g. Carpet Tile – Public Area

Construction: Tufted “cut and loop” or cut pile

Machine gauge: 1/10 minimum

Pile thickness: 0.06 minimum

Face yarn: 100 percent solution-dyed universal type 6,6 or type 6,6 nylon-branded yarns or Aquafil type 6 nylon or type 6 nylon-branded yarns

Primary backing: Non-woven

Secondary backing: Recycled content and recyclable at end of useful life

Yarn weight: 14 ounce minimum

3. Maximum of one seam allowed in each guestroom.
4. Carpet must be installed over padding or else have an attached pad.
5. Carpet padding must be Class I and have a manufacturer’s label of “contract/commercial grade.”
6. Carpet padding must be replaced at the same time as the carpet.

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2514.04 Ceilings

A. Heights

1. No ceiling in a habitable public space is allowed to be less than 7'-6" (2.29 m).
2. In no case must any ceiling be less than 7'-0" (2.13 m). Local codes may require higher ceilings than noted.

B. Paint

1. Painted ceilings in public areas must have a smooth or light sand finish.
2. Guestroom furrdowns must have a smooth painted finish.
3. Guestroom bathroom ceilings must be painted with latex enamel/semi-gloss paint.
4. All back of house ceilings must be painted or better.

C. Acoustic Ceiling Tile ([ACT](#))

1. Suspended acoustical ceilings in public areas must be 2'-0" (610 mm) x 2'-0" (610 mm), premium, tegular edge tile.
2. Back of house ceilings must be 2'-0" (610 mm) x 2'-0" (610 mm) tiles.
3. Panel performance must prevent panel sag.
4. All exposed ceiling grid systems must be a narrow spline, 9/16" (14.29 mm) maximum width, and must match the color of the ceiling tile.
5. Indoor swimming pool ceilings must include a painted aluminum grid and vinyl coated, moisture-resistant tiles. All hanger wires must be stainless steel.

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2514.05 Acoustical Performance

- A. The following minimum criteria must be used for the acoustical performance of the building design. Acoustic performance must be measured using [ISO](http://www.iso.org) 140, ISO 717 and ISO 3382, <http://www.iso.org>. An acoustical consultant is recommended.

Acoustical Performance Minimum Criteria	
STC = Sound Transmission Coefficient / IIC = Impact Insulation Class	
FUNCTION/MEETING ROOMS	
Function or meeting rooms	54 STC
Meeting room – operable partitions	52 STC
Meeting room – baffles above ceiling/partitions	54 STC
Boardroom	54 STC
Service room adjacent to meeting room	52 STC
GUESTROOM	
Guestroom to exterior	54 STC
Guestroom to guestroom	50 STC
Guestroom to swimming pool or fitness center	60 STC
Guestroom from corridor	50 STC
Guestroom to equipment room	60 STC
Guestroom floor/ceiling	50 STC
Guestroom to elevator lobby	60 STC
BACK OF HOUSE	
Corridor to mechanical, laundry, service rooms	50 STC
FLOOR IMPACT	
Guestroom to guestroom	55 IIC
Guestroom sleeping area to mechanical room	55 IIC

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[International Organization for Standardization \(ISO\)](#)
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- B. Acoustical treatment/isolation must be provided in ceiling assemblies of the restaurant and bar in properties where guestrooms or function space are located directly above.
- C. Ceiling assemblies must be acoustically treated to limit sound transference where the swimming pool is located directly below guestrooms.
- D. Locate swimming pool equipment to minimize noise and aesthetic impact to adjacent guest areas.

2514.06 Mechanical

A. [HVAC](#) System Types

- 1. HVAC system requires mechanically controlling indoor air quality (temperature, humidity, purity and circulation) to obtain comfort levels in the desired areas of building in a cost effective manner. Refer to the following Indoor Environmental Requirements Matrix.

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2514.06.A Indoor Environmental Requirements Matrix

Area	Location	Internal Conditions ¹				Pressure Relationships ²		Ventilation Air Quantity ³		Acoustical Rating	Filtration	
		Summer		Winter		Type	Differential	Fresh Air Supply	Exhaust Rate		Prefilter	Final Filter
		Tdb F(C)	RH% Max	Tdb F(C)	RH% Min	Pos/Neg/Neut	Inches w.g. (Pa)	CF/M-SF (L/S-SM)	CF/M-SF (L/S-SM)		MERV	MERV
Public	Lobby	75 (24)	55	72 (22)	30	Pos	0.02 (5)	0.06 (0.3)	--	38	7	12
	Front Desk	75 (24)	55	72 (22)	30	Neut	--	0.06 (0.3)	--	38	7	12
	Public Restrooms	75 (24)	55	72 (22)	30	Neg	0.02 (5)	0.06 (0.3)	50 (12.5) ⁴	38	7	12
Food and Beverage	Restaurant	75 (24)	55	72 (22)	30	Neg	0.02 (5)	0.18 (0.9)	--	38	7	12
	Bar/Lounge	75 (24)	55	72 (22)	30	Neg	0.02 (5)	0.18 (0.9)	--	38	7	12
	Food Prep/Kitchen	80 (27)	60	68 (20)	--	Neg	0.02 (5)	0.06 (0.3)	0.7 (3.5)	38	7	--
	Food and Beverage Storage	78 (26)	60	68 (20)	--	Neg	0.02 (5)	0.06 (0.3)	--	40	7	--
Commercial Facilities	Sundries/Gift Shop	75 (24)	55	72 (22)	--	Neut	--	0.12 (0.6)	--	38	7	--
	Vending Area	78 (26)	60	68 (20)	--	Neg	0.02 (5)	0.06 (0.3)	--	38	7	--
	Guest Laundry	78 (26)	60	68 (20)	--	Neg	0.02 (5)	0.06 (0.3)	--	38	7	--
Meeting and Support	Meeting Rooms	75 (24)	55	72 (22)	30	Neut	--	0.06 (0.3)	--	38	7	12
	Boardrooms	75 (24)	55	72 (22)	30	Neut	--	0.06 (0.3)	--	38	7	12
	Prefunction Areas	75 (24)	55	72 (22)	30	Pos	0.02 (5)	0.06 (0.3)	--	38	7	12
	Business Center	75 (24)	55	72 (22)	30	Neut	--	0.06 (0.3)	--	38	7	--
	Meeting Room Storage	78 (26)	60	68 (20)	--	Neg	0.02 (5)	0.06 (0.3)	--	38	7	--
	Function Room Corridors	75 (24)	55	72 (22)	--	Neg	0.02 (5)	0.06 (0.3)	--	38	7	--
Recreational Facilities	Pool/Whirlpool	82 (28)	60	82 (28)	60	Neg	0.02 (5)	0.48 (2.4)	0.5 (2.5)	38	7	--
	Fitness Center	72 (22)	55	69 (20)	--	Neg	0.02 (5)	0.06 (0.3)	0.25 (1.25)	38	7	--
Guest Circulation	Guest Elevator	N/C	N/C	N/C	--	Neut	--	--	--	--	--	--
	Guestroom Corridor	75 (24)	55	72 (22)	30	Pos	0.02 (5)	0.06 (0.3)	--	38	7	--
	Stairwells	N/C	N/C	N/C	--	Neut	--	--	--	--	--	--
Guestrooms	Guestrooms/Suites	75 (24)	55	72 (22)	30	Pos	0.02 (5)	0.06 (0.3)	--	40	7	--
	Guest Bathroom/Dressing Area	75 (24)	55	72 (22)	30	Neg	0.02 (5)	0.06 (0.3)	--	40	7	--
Back of House	Administrative Offices	75 (24)	55	72 (22)	30	Neut	--	0.06 (0.3)	--	38	7	--
	Employee Breakroom	75 (24)	55	72 (22)	--	Neg	0.02 (5)	0.06 (0.3)	--	38	7	--
	Employee Toilets and Lockers	78 (26)	60	68 (20)	--	Neg	0.02 (5)	0.06 (0.3)	0.5 (2.5)	38	7	--
	Laundry	80 (27)	60	68 (20)	--	Neg	0.02 (5)	0.12 (0.6)	--	40	7	--
	Housekeeping	80 (27)	60	68 (20)	--	Neg	0.02 (5)	0.06 (0.3)	--	40	7	--
	Engineering/Maintenance Shop	80 (27)	60	68 (20)	--	Neg	0.02 (5)	0.06 (0.3)	--	45	7	--
	Storage Rooms	80 (27)	60	68 (20)	--	Neg	0.02 (5)	0.12 (0.6)	--	40	7	--
	Receiving Area	N/C	N/C	N/C	--	Neg	0.02 (5)	--	--	45	--	--
	Service Corridor	78 (26)	60	68 (20)	--	Neg	0.02 (5)	0.06 (0.3)	--	38	7	--
	Mechanical Rooms	N/C	N/C	N/C	--	Neut	--	--	1.5 (7.5)	45	--	--
	Electrical Rooms	N/C	N/C	N/C	--	Neut	--	--	--	45	--	--
	Computer/Telecom Room	72 (22)	50	72 (22)	--	Neut	--	0.06 (0.3)	--	38	7	--
	Trash Compactor/Container	N/C	N/C	N/C	--	Neg	0.02 (5)	--	1.0 (5.0)	45	--	--
	Refrigerated Trash Room	N/C	N/C	N/C	--	Neg	0.02 (5)	--	1.0 (5.0)	45	--	--
	Recycle Storage Room	N/C	N/C	N/C	--	Neg	0.02 (5)	--	1.0 (5.0)	45	--	--
	Can Wash	N/C	N/C	N/C	--	Neg	0.02 (5)	--	1.0 (5.0)	45	--	--

Notes

- 1) Internal environmental conditions are +/- 2 F (1 C), and +/- 5% RH.
- 2) Pressure relationships identified are with respect to adjacent areas. For buildings located in warm, humid climates, overall building pressure should be positive with respect to outdoors to at least 5 pascals. For cold climates, overall building pressure should be neutral with respect to outdoors with adequate consideration for vapor transmission through the envelope to prevent moisture damage. For mixed climates (warm humid summer and cold winters), overall building pressures shall be slightly positive in summer season and neutral in winter season, with respect to outdoors.
- 3) Ventilation rates are based upon ASHRAE Standard 62.1-2007, and have other indoor air quality requirements that are included in the standard.
- 4) Exhaust rates shown are for each fixture.
- 5) Where exhaust rates are not indicated, but negative relationships are desired, adjust exhaust air quantity for the pressure differential shown.

Abbreviations: Pos = Positive, Neut = Neutral, Neg = Negative, N/C = Not Conditioned, Tdb = Dry Bulb Temperature, Twb = Wet Bulb Temperature, RH = Relative Humidity, F = degrees F, C = degrees C, CF/M-SF = Cubic Feet per Minute per square foot, L/S-SM = Liters per second per square meter, Pa = Pascals, Inches w. g. = Inches water gage, NR = Noise Rating, MERV = Minimum Efficiency Reporting Value.

2514.06.A *continued*

2. The system type and design capacity must be determined based on the standards required by Hilton Worldwide Architecture and Construction, [ASHRAE](#) and national and local codes whichever is more stringent.
 3. Provide complete calculations and written confirmation that the design of the variable refrigerant system (VRF) complies with [ANSI/ASHRAE](#) standard 15-2007, Safety Standards for Refrigeration Systems, and ANSI/ASHRAE standard 34-2007, Designation and Safety Classification of Refrigerants as part of the 100 percent design submittal.
 4. Do not use systems that require summer/winter changeover of heating/cooling capacity.
 5. Do not use Package Terminal Air Conditioner type units except in guestrooms.
 6. Design all [HVAC](#) systems to comply with ASHRAE Standard 90.1 – 2007, or an equivalent standard. Submit written compliance forms to Hilton Worldwide for review.
 7. Refrigeration System Safety:
 - a. Design all refrigeration systems and machinery rooms to comply with ASHRAE Standards 15 and 34, or equivalent local codes and standards.
 - b. For variable refrigerant flow systems that use R-410a in guestrooms, the room volume calculations must include the following requirements:
 - 1) Room volume must be reduced from the entire floor-to-ceiling measurement, and calculated base upon the floor-to bed-height or 3'-0" (915 mm) whichever is higher.
 - 2) Room volume must exclude the toilet room.
 - 3) Room volume must exclude the volume of any fixed or portable case work.
 - 4) Disregard any exhaust air flow out of the toilet room and any supply air into the guestroom from other ventilation systems.
 - 5) Accessible rooms must reduce the allowable refrigerant volume by 50 percent of non-accessible rooms.
 - 6) Refrigerant piping must not be routed in egress corridors where accidental discharge may occur.
 - c. Submit written documentation that indicates compliance with the safety codes for review by Hilton Worldwide.
- B. HVAC System General Requirements:
1. Air Handling Equipment and Devices
 - a. Install all HVAC equipment with access for maintenance. Do not install air-handling units, fan coil units, and mechanical equipment requiring regular maintenance above gypsum board or inaccessible ceilings. Service access from guest areas is not allowed.

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2514.06.B.1 *continued*

- b. Protect all air handling devices having internal insulation with foil facings or double-wall construction.
- c. Fabricate cooling coil condensate drain pans from stainless steel.
- d. Controls:
 - 1) Provide silent two-position or modulating motorized valve actuators that are replaceable without valve removal.
 - 2) Provide silent type relays in guestroom devices.
- e. Filtration
 - 1) Unless more stringent local codes require it, provide single-stage [MERV](#) 7 for small recirculating equipment and add secondary MERV 12 filtration for larger air handling equipment.
 - 2) Provide fully synthetic media without paper frames that does not allow microbial growth when wetted.
- 2. Use only metallic ductwork for supply air, outdoor air and exhaust systems.
- 3. Use duct liner only where required for acoustic needs using materials that comply with [ASTM](#) C1534.
- 4. Provide non-adjustable temperature sensors located to effectively control the temperature in all conditioned areas. Thermostats in the business center, fitness center and meetings rooms must be adjustable by guests.
- 5. Screen all rooftop and ground-mounted equipment from street views. Locate equipment to avoid increased noise levels in adjacent guestrooms.
- 6. Provide a complete water treatment system for all closed and open loop [HVAC](#) systems.
- 7. Design all gas or oil fire equipment rooms to comply with [NFPA](#) 54-2009, NFPA 58-2008, NFPA 31-2006, or equivalent local codes and standards.
- 8. HVAC Piping
 - a. Avoid exposed piping in all areas but mechanical spaces.
 - b. Conceal all piping, except in mechanical spaces, to complement adjacent finishes.
 - c. Insulate all chilled water and below-ambient piping using closed-cell insulation products that comply with ASTM C534 or ASTM C522. Select insulation thickness per [ASHRAE](#) guidelines in the 2009 Handbook of Fundamentals, Chapter 23, Insulation for Mechanical Systems.
 - d. Do not use polyvinyl chloride ([PVC](#)) and chlorinated polyvinyl chloride (CPVC) piping systems.

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2514.06.B.8 *continued*

- e. Provide full-port ball valves and butterfly valves for isolation and shutoff service. Gate valves are must not be used.
- f. Install unions and isolation valves on supply and return connections at each air-handling device.
- g. Provide riser isolation and drain valves to minimize disruption of guestroom services during failures.
- h. Provide a means for balancing and maintaining water flows at each device and distribution loop.
- i. Provide a means for air elimination and removal from the system and at each terminal device.
- j. Ground-mounted units must have condensate piping connected to an underground collection system.

C. Water Chillers and Chilled Water Distribution (if applicable)

- 1. Provide Underwriters Laboratories (or recognized equivalent)-listed chiller that complies with the latest pressure vessel design and construction standards for both refrigerant and waterside heat exchangers.
- 2. Rate per the latest [ARI](#) Standard (or recognized equivalent) and provide minimum of two compressors or chillers, with the system sized to allow at least 75 percent of design capacity with one compressor or chiller not operable.
- 3. Acceptable refrigerants are R-134a, R-407, R-410 and R-123. Comply with Montreal Protocol for phase-out compliance of refrigerants.
- 4. Select unit efficiencies that comply with national and local energy code requirements or [ASHRAE](#) Standard 90.1-2007, pending review by Hilton Worldwide for exceptions.
- 5. Refrigerant safety must comply with [ANSI](#)/ASHRAE Standard 15.
- 6. Cooling Towers:
 - a. Select cooling towers based upon 0.4 percent wet bulb/mean coincident dry bulb (WB/[MCDB](#)) ASHRAE climate conditions.
 - b. Galvanized steel construction is allowed in non-coastal environments.
 - c. Select tower locations to avoid noise or transmitted vibration that affects the guestrooms or guest areas.

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2514.06 *continued***D. Ventilation (Make-Up) Air****1. General**

- a. Design ventilation air systems to comply with [ASHRAE](#) Standard 62.1-2007, Ventilation for Acceptable Indoor Air Quality, and local codes.
- b. Distribute conditioned ventilation air directly into each guestroom. Operable windows are not allowed as the primary means of guestroom ventilation.
- c. If allowed by local codes, ventilation air may be supplied to the guestroom via corridor supplied air and door undercuts. If automatic door bottoms or seals are required for smoke control, corridors may not be used as the source of guestroom ventilation.
- d. Packaged terminal air conditioned units and fan coils are not acceptable for providing ventilation air.
- e. Provide conditioned make-up air with equipment specifically designed to allow the ventilation air to be supplied at room neutral conditions.
- f. Pressurize buildings in humid climates with a make-up-air system providing 100 percent outside air during all humid months.
- g. Provide systems in those climates defined as cold by ASHRAE to maintain guestrooms neutral to slightly negative in order to minimize internal moisture migration through the wall cavity to the exterior cladding.
- h. Provide building air balance calculations to Hilton Worldwide for review and approval.

2. Ventilation Equipment Selection

- a. Select ventilation (make-up) air units to offset any continuous bathroom exhaust air quantity, any other exhaust air from the corridors, plus air flow to maintain pressure relationships identified in the [Environmental Conditions Matrix](#). If prevailing winds will affect building pressurization, this must be taken into account in determining building air balance calculations and air quantity for pressurization.
- b. Design Criteria
 - 1) Summer
 - a) Outdoor Conditions

Select make-up air entering air temperature ([EAT](#)) for cooling based on ASHRAE 0.4 percent summer design Dehumidification [dew point/mean coincident dry bulb (DP/MCDB)] and humidity ratio (HR).

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2514.06.D.2 *continued*

b) Discharge Air Conditions

Select the cooling coil to produce 55 °F DB (12.8 °C DB) leaving air temperature and reheat to approximately 68 °F DB (20 °C DB) if for corridor make-up or 70 °F DB (21 °C DB) if supplied directly into guestroom.

2) Winter

Select [EAT](#) for heating based on [ASHRAE](#) Annual Extreme Daily Mean Dry Bulb ([MDB](#)) Minimum winter design temperature (not Heating DB at 99.6 percent or 99 percent).

E. Make-Up Air Units

1. Provide [ETL](#) or Underwriters Laboratories listed equipment, or similar recognized agency that complies with local code requirements. Rate per [ARI](#) Standards or equivalent refrigeration standards agency.
2. Provide preheat, cooling, dehumidification and reheat sections.
 - a. Provide makeup air units in ASHRAE defined cold climates with humidification capability to comply with the Environmental Requirements included in the beginning of this section.
3. Wall construction must be double-wall insulated type.
4. Condensate drain pans must be insulated, stainless-steel, and corrosion-resistant construction.
5. Install module between coils to allow for maintenance and placement of control elements.
6. Filtration requirements are as noted above in [HVAC](#) General Requirements.
7. Direct-Expansion ([DX](#)) Make-Up Air Units:
 - a. Refrigeration
 - 1) Provide a minimum of two independent cooling circuits for units up through nominal 30 tons (105 [kW](#)) and at least four independent cooling circuits for larger units.
 - 2) Provide cooling coil refrigeration circuiting with an intertwined arrangement. Face or horizontal split coil arrangement is not acceptable.
 - 3) Include hot-gas re-injection (by-pass) on at least the lead refrigerant circuit.
 - 4) Provide hot-gas reheat coil, complete with modulating refrigerant valve, downstream of cooling coil, with spacer for temperature sensor between cooling and reheat coil. Do not use systems utilizing sub-cooler reheat circuits. Fuel gas or electric reheat is not allowed.
 - 5) Provide dehumidification refrigeration circuit if the outdoor ambient design humidity ratio is more than 80 grains/lb. (11.4 g/kg) or in those areas with annual rainy seasons. Do not use systems utilizing sub-cooler reheat circuits.

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2514.06.E.7.a *continued*

- 6) Provide makeup air units in [ASHRAE](#) defined cold climates with humidification capability to comply with the Environmental Requirements included in the beginning of this section.
- b. Gas Heating
 - 1) Provide stainless steel heat exchanger.
 - 2) Provide minimum four-stage or modulating (minimum 3:1 turndown) control for heating.
- c. Electric Heating

Provide with minimum four-stage control or SCR (saturated core reactor) modulating controls.
- d. Use factory-mounted controls that provide continuous heating, cooling, and dehumidification of outside air using discharge air temperature control scheme with space temperature reset control capability.

2514.07 Plumbing

A. Plumbing Piping

1. Domestic water storage, drainage systems, hot and cold piping material selections and system design must comply with national and local codes requirements. For those locations without code requirements, contact Hilton Worldwide for acceptable minimum code requirements.
2. Do not use polyvinyl chloride (PVC) or polybutylene materials for potable water.
3. Insulate all cold water, cooling coil condensate and below-ambient piping using closed-cell insulation products that comply with [ASTM](#) C534 or ASTM C522. Select insulation thickness per ASHRAE guidelines in the 2009 Handbook of Fundamentals, Chapter 23, Insulation for Mechanical Systems.

B. Valve Requirements

1. Install unions and isolation valves on domestic water supply and return connections at each riser or horizontal distribution header.
2. Provide isolation or stop valves at each plumbing fixture.
3. Provide full-port ball valves or butterfly valves for isolation or shut-off service.

C. Locate floor cleanouts outside of normal foot traffic in all public and back of house areas.

D. Install suitable backflow prevention devices on all potable water systems.

E. Locate grease, oil or sand traps in the back of house or service areas where the devices must be serviced without disrupting normal operations and out of site of normal guest activities.

[Hilton Garden Inn Franchise](#)[Prototype Drawings](#)

F. Domestic Hot Water Generating System

1. Provide hot water production during all normal operating flow regimes.
2. Select system types, storage and heaters that will provide stable water temperature during all flow conditions, and recirculation system for on-demand hot water in guestrooms.
3. Select system equipment that provides for 100 percent design heating capacity with one heater out of service.
4. For systems that use combined heaters and storage to meet demand, provide at least two storage tanks for maintenance.

G. Provide commercial-grade quality plumbing fixtures for all public and back of house areas.

H. Conceal all water pipes except in mechanical rooms.

- I. Concealed or recessed sprinkler heads must be used in all public areas including guestrooms.

2514.08 Electrical

A. Comply with applicable edition of [NFPA 70](#) and all national or local codes.

B. Electrical wiring must be in conduit (MC cable permitted). Wood-framed buildings are permitted to use “Romex” when code allows.

C. Use copper conductors. Aluminum branch and feeder wiring is only allowed on circuits 100 [amp](#) and larger, subject thermal imaging to confirm proper termination.

D. Panels and Service Equipment

1. Install only in non-public protected service areas. Mechanical or linen room locations are not allowed.
2. Provide securable panel covers and circuit interrupting devices that can be locked and tagged out.

E. Outlet Devices

1. Install at least 6" (152 mm) above finished floor.
2. Install at least 50'-0" (15.2m) on center, maximum, in all public corridors.
3. Do not use power strips, even when surge protected. All hardware components of OnQ must be plugged directly in to an electrical outlet on a dedicated circuit.

F. Raceways

1. Conceal all raceways in public, back of house and guest areas.
2. Exposed raceways are only allowed in unfinished mechanical or electrical spaces.

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2514.08 *continued*

- G. Provide minimum foot-candles and [lux](#) levels within the property as listed below. All measurements are taken 36" (915 mm) above the finished floor unless noted otherwise.

2514.08.G Minimum Foot-candles and Lux Levels		
Area	Foot-candles	Lux
EXTERIOR (measured at darkest spot)		
Drive entrances/porte cochère	10	100
Drive lanes	2-5	20-50
Parking stalls	5	50
Exterior paths/walkways/trails	2-5	20-50
Flags	5	50
Courtyard	1	10
PARKING STRUCTURES		
Entrances	10	100
Drive lanes	5	50
Parking stalls	10	100
PUBLIC AREAS		
Primary entrance	20	200
Lobby	20	200
Service desks (front desks, etc.)	40	400
Guest circulation	10	100
Guestroom corridor at guestroom entrances	15	150
Guest elevator (at floor)	15	150
Exit Stairs	20	200
Restrooms	30	300
Restrooms (vanity top)	40	400

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2514.08.G Minimum Foot-candles and Lux Levels		
Area	Foot-candles	Lux
FOOD AND BEVERAGE		
Complimentary area (surface)	20	200
Dining room/restaurant	10	100
Bar (service)	40	400
Lounge (adjustable lighting)	5	50
COMMERCIAL FACILITIES		
Sundries/gift shop	30	300
Guest laundry	30	300
Vending area	20	200
MEETING FACILITIES		
Meeting room/boardroom (table tops)	50	500
Pre-function area	30	300
Business center	50	500
RECREATIONAL AREAS		
Fitness center	40	400
Swimming pool/whirlpool	20	200
Guest elevator (at floor)	15	150
GUESTROOM/SUITE		
Floor	10	100
Pillow	30	300
Tabletops/counters	30	300
Seating areas	30	300
Closet [60" (1.52 mm) AFF in front]	30	300

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2514.08.G Minimum Foot-candles and Lux Levels		
Area	Foot-candles	Lux
GUEST BATHROOMS		
Vanity (surface)	50	500
Toilet seat	20	200
Tub/shower (with curtain) closed	5	50
Tub/shower (with curtain open; with shower door)	10	100
BACK OF HOUSE AREAS		
Offices	60	600
Service area circulation	20	200
Laundry	50	500
Kitchen/food prep	50	500
Engineering	50	500
Team member spaces	30	300
Linen room	30	300
Storage rooms	20	200
Mechanical/electrical rooms	30	300

- H. Comply with [ASHRAE](#) Standard 90.1 – 2007 or applicable Energy Codes for Power Density and Lighting Efficiency.
- I. Public Area Lighting
1. Warm white lamps are required.
 2. Surface mount strip fluorescent fixtures are not permitted (including vending, guest laundry, business center, etc.).
 3. Indirect lighting must be used on all fluorescent fixtures in meeting rooms and the fitness center.
 4. This line item intentionally left blank.

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2514.08 *continued***J. Controls**

1. Conceal from guest views
2. Service Corridors: Switch from local panels whenever practical.
3. Lobby: Dimmer control
4. Restaurants/Lounges/Pre-function/ Ballrooms: Dimmer control with local bypass switching
5. General Interior Lighting: Switch locally
6. Stairway and Exit Lights: Switch from panels
7. Guest Corridors: Switch at panel located in electrical closet
8. Public Areas: Control from back of house areas

K. Back of house electrical lamps must be protected by lens or safety tube covers.

L. Electrical panels and equipment circuits must be labeled.

M. Refer to [Section 2518.00](#), Voice and Data Wiring Standards, for specific requirements regarding voice, data, television and OnQ® Property Management system wiring.

2514.09 Technology

A. Refer to [Section 2518.00](#), Voice and Data Wiring Standards, for more detailed information.

B. Telephone

1. Comply with the specifications provided in [Section 1704.00](#).
2. There must be a minimum of one house telephone located within the lobby. All telephones must be restricted from dialing guestrooms directly.

C. High Speed Internet Access (HSIA)

High-speed Internet access must be provided in the following areas. See [Section 1705.00](#) for specific requirements.

1. Guestroom (wired and wireless; new builds must have both)
2. Lobby (wireless)
3. Meeting rooms (wireless at a minimum)
4. Boardroom (wired or wireless)
5. Business center (wireless)
6. Restaurant (wireless)

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2514.09 *continued***D. Television**

1. Comply with the specifications provided in [Section 1706.01](#). Required minimum sizes are given in individual areas of Section 2500.00.
2. Televisions must be connected to a master antenna system or cable that is capable of passing high definition (HD) content to all televisions.
3. Televisions must be digital commercial HD [LCD](#) units that meet the following specifications:
 - a. Widescreen (16:9) LCD screen
 - b. Mount on a swivel base
 - c. Separate remote control for each television
 - d. Channels must be pre-set and appropriately identified. All other channels must be locked off.
 - e. Power cable outlets and cords must be concealed from view.
 - f. Include programming capabilities that prevent guests from changing pre-set formats such as maximum volume, channel availability, etc. Other features must include “cloning” capabilities for programming the units, as well as integral interfaces such as the Pro:Idiom chip. They must also be [MPEG4](#) compatible.
4. Wall-mounting of public televisions is not permitted on any common guestroom wall.
5. Wall-mounting of guestroom televisions is not permitted. Suite televisions are allowed to be wall mounted on walls not shared with adjacent guestrooms/suites.
6. This line item intentionally left blank.
7. This line item intentionally left blank.

E. Music

1. Distributed audio (background music) is required in following areas. See [Section 1706.06](#) for detailed requirements.
 - a. Porte cochère
 - b. Elevator lobbies
 - c. Lobby
 - d. Public restrooms
 - e. Meeting room/boardroom
 - f. Pre-function

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- g. Patio
 - h. Lounge
 - i. Dining area/restaurant/bar
2. Volume must be controllable by guest in the meeting rooms and fitness room when provided.

2514.10 Signage

- A. Trademarks owned by Hilton Worldwide must not be etched in any construction surface where they become permanent and cannot be easily removed.
- B. All signage must be approved by Hilton Worldwide. Written approval must be obtained prior to fabrication and installation.
- C. Complete signage specifications are available at www.hiltongardeninnfranchise.com.
- D. A construction project identification sign must be installed once construction begins.
- E. Interior Signage
 - 1. A comprehensive system of informational/directional signs must be installed directing guests to all appropriate facilities contained within the building.
 - 2. Interior corridor signage must be brought up to the current standard at the time of any renovation within the corridor.
 - 3. Restrooms must be clearly identified with international symbols.
 - 4. This line item intentionally left blank.
 - 5. Guestroom
 - a. Guestroom signage must be provided on corridor wall adjacent to strike side of each guestroom door at 60" (1.52 m) above finished floor to the center of the sign. Guestroom signage must have raised letters and grade 2 Braille per [Section 2517.00](#).
 - b. The back of the guestroom door must include a sign containing fire evacuation information. This sign must be centered on the door below the door viewer.
 - c. The international "no smoking" symbol must be clearly displayed at all guestrooms designated as "non-smoking." The graphic must be included with the guestroom numeral signage. As an alternate, entire floors may be designated as non-smoking with "no smoking" graphics in each elevator lobby, rather than on each guestroom door.
 - 6. Pavilion Pantry® must be identified with signage.

[HGI Interior Sign Store](#)

[Hilton Garden Inn Franchise](#)

[Prototype Drawings](#)

[Signage Resources](#)

F. Exterior Signage

1. An approved sign manufacturer, licensed by Hilton Worldwide, must fabricate and install all exterior signage. Contact information may be found online at www.hiltongardeninnfranchise.com.
2. The sign manufacturer must review each property's site requirements and develop a complete sign program including sign types, quantities, placement and specifications.
3. A minimum of one ground-illuminated monument sign and one internally-illuminated building mounted sign is required for all properties.
4. The ground sign must have either an integrated planter box or be attractively landscaped in such a manner to protect the sign pedestal from damage.
5. Lighted signs must be time switched or photo-cell controlled.
6. Exposed conduit and/or raceways are prohibited at building face signs.
7. Exterior signage may be installed prior to opening, including conversion properties, but it must not be illuminated until the day of opening.
8. No additional advertising (banners, billboards and interior or exterior reader boards) are permitted on the exterior of the building.
9. Clearance signage is required for any porte cochère less than 15'-0" (4.57 m). Letter height must be 6" (152 mm) minimum and the color must contrast with the background color.
10. Surface parking signage is required that reads: "Park at your own risk. Remove all valuables from vehicle. Owner and management have no liability for loss or damage." Signs must be mounted along parking lanes at each light pole or independent pole with spacing not to exceed 100'-0" (30.5 m).
11. This line item intentionally left blank.
12. This line item intentionally left blank.

2514.11 Hazardous Materials

Materials are not allowed if they pose potential harm to guests or team members or to the environment. Materials are considered harmful if they have the potential to fail in practice, either during their installation or during their life including long-term disposal or degradation. Harmful materials include, but are not limited to, the following:

A. Deleterious Materials

1. Asbestos
2. CFCs
3. Crystalline silica

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2514.11.A *continued*

4. Formaldehyde
5. Lead
6. Manmade mineral fibers
7. Polychlorinated biphenyls (PCBs)
8. Vermiculite
9. Volatile organic compounds (VOCs)
10. Wood preservatives
11. Brick slips and brick panels
12. Calcium chloride
13. Calcium silicate brickwork
14. Cem-fil
15. High alumina cement (HAC) concrete
16. Mundic
17. Sea dredged aggregates
18. Wood wool slabs or wood wool cement boards

B. Problematic Materials

1. Cement fiber slates
2. Composite panels
3. Galvanized steel wall tiles
4. Hollow clay pot floors
5. Nickel sulphides
6. RAAC planks
7. Tesserae
8. Thin stone panels

C. Other Materials

1. Hair plaster
2. Masonry and steel – coke breeze/furnace ash and filler joist construction, “Regent Street Disease”

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2515.00 Furnishings, Fixtures and Equipment

Specific requirements for the guestrooms are located in [Section 2510.00](#).

A. Window Treatment

1. Fabric window treatment must be flame retardant woven fabric or be chemically treated to meet the most recent [NFPA](#) standard. Proof of compliance is required by either a sewn-in manufacturer's tag or a letter on file from the manufacturer.
2. Public Areas
 - a. All windows must receive window treatment.
 - b. Vision panels and/or side lights at the entry door to public spaces are not to receive window treatments and must be left uncovered for security purposes.
 - c. In the Pavilion, stationary valances with chain-and-clutch lifting solar shades must be used. The specifications for the window treatment are as follows:
 - 1) Top treatment: Stationary roman valance with three even pleats. The fabric must be self-lined and interlined with two-pass white black-out lining. Pattern must match at seams. The manufacturer must provide black-out lining.
 - 2) Solar shades: Chain-and-clutch lifting solar shade constructed of extruded aluminum with spline channel for shade attachment. 1/8" (3.18 mm) x 1/8" (3.18 mm) continuous reveal on each side. Shade to feature injection molded end caps. Brackets must be riveted to the head rail facial. The solar shade fabric must be fabricated with vinyl-coated fiberglass and vinyl-coated polyester yarns providing a 14 percent open weave. Fabric to be a neutral color, submitted for approval.
 - d. Meeting Rooms/Boardrooms/Corridors
 - 1) Draperies in the meeting rooms, boardrooms and corridors must consist of a top treatment (valance or cornice board), black-out lined over drapery and sheers.
 - 2) Meeting room and boardroom drapes must be finished to a minimum of 200 percent fullness.
 - 3) Drapes must hang from ceiling to 1/2" (12.7 mm) above the finished floor.
 - 4) Drapes in meetings rooms and boardrooms must be split traversing with 1/2" (12.7 mm) baton [36" (915 mm) long] and must pull from the center of the window. (Meeting rooms and boardrooms must have complete black-out capabilities.)
 - 5) Draperies in corridors must have stationary side panels that hang from ceiling to 1/2" (12.7 mm) above the finished floor with sheers of 200 percent fullness minimum and must be split traversing from the center of the window with 1/2" (12.7 mm) baton 36" (915 mm) long.

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2515.00.A.2.d *continued*

- 6) Draperies in meeting rooms, boardrooms and corridors must have a 1" (25.4 mm) single side hem, 4" (102 mm) single heading and 4" (102 mm) double bottom hem. All stitching must be over locked and joined with safety stitching. Manufacturer must provide non-corrosive weights and heavy duty stainless steel pin hooks. Pattern match all seams.
- 7) The hardware must be ceiling-mounted extruded aluminum architectural track. The track system must be a non-corrosive ceiling mounted system. The over drapery and sheers must be on two separate tracks.
- 8) All other windows (for example, non-public spaces such as offices or housekeeping) must have 2" (51 mm) wood blinds at a minimum.

3. Guestrooms

- a. Draperies in guestrooms must consist of a top treatment (valance or cornice board), black-out drape panels, stationary side panels and sheers. The black-out drapes and sheers must hang from ceiling to the top of the [PTAC](#) unit (or from ceiling to floor when PTAC units are not used). The specifications are as follows:
 - 1) Top Treatment
 - a) The valance or cornice board must have a 14" (356 mm)-deep return and must run the full width of the window.
 - 2) Over Drapery (black-out panels)
 - a) Panels must be operable, black-out drapes with three-fold pinch (French) pleats, finished to a minimum of 200 percent fullness.
 - b) Drapes must be split traversing with 1/2" (12.7 mm) baton, 36" (915 mm) long for typical guestrooms and 48" (1.22 m) long for all accessible guestrooms. All drapes must pull from the center of the window.
 - c) The drapes must have a 1" (25 mm) single side hem, 4" (102 mm) single heading and 4" (102 mm) double bottom hem. All stitching must be over locked and joined with safety stitching. Manufacturer must provide non-corrosive weights and heavy duty stainless steel pin hooks. Pattern match all seams.
 - d) The hardware must be ceiling-mounted extruded aluminum architectural track. The track system must be a non-corrosive ceiling-mounted system. The over drapery and sheers must be on two separate tracks.
 - 3) Side Panels
 - a) Panels must be non-operable, black-out lined drapes with three-fold pinch (French) pleats, finished to a minimum of 275 percent fullness.

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2515.00.A.3.a.3) continued

- b) Drapes must hang from ceiling to 1/2" (12.7 mm) above the finished floor.
- c) The drapes must have a 1" (25.4 mm) single side hem, 4" (102 mm) single heading and 4" (102 mm) double bottom hem. All stitching must be over locked and joined with safety stitching. Manufacturer to provide non-corrosive weights and heavy duty stainless steel pin hooks. Pattern match all seams.
- d) The hardware must be ceiling-mounted extruded aluminum architectural track. The track system must be a non-corrosive ceiling-mounted system.

4) Sheers

- a) Panels must be operable and unlined with three-fold pinch (French) pleats, finished to a minimum of 250 percent fullness.
 - b) Sheers must be split traversing with a 1/2" (12.7 mm) baton, 36" (915 mm) long, for typical guestrooms and 48" (1.22m) long for all accessible guestrooms. All sheers must pull from the center of the window.
 - c) The sheers must have a 1" (25.4 mm) single side hem, 4" (102 mm) single heading and 4" (102 mm) double bottom hem. All stitching must be over locked and joined with safety stitching. Manufacturer must provide non-corrosive weights and heavy duty stainless steel pin hooks. Pattern match all seams.
 - d) The hardware must be ceiling-mounted extruded aluminum architectural track. The track system must be a non-corrosive ceiling-mounted system. The over drapery and sheers must be on two separate tracks.
- 5) All drapes must be ceiling mounted, except in rooms with ceilings higher than 9'-0" (2.74 m). In these rooms, the drapes may be wall-mounted at 8'-0" (2.44m). Provide blocking in the wall.
 - 6) All drapery fabrics must be a minimum of 54" (1.37 m) wide; and a weight of 7 ounces per linear yard or greater. All exposed edges must be covered by drapery returns.

- b. All drapery wands must be color appropriate.

B. Upholstered Furniture

- 1. All furniture must be contract quality.
- 2. Refer to prototypical drawings for location, number and groupings of individual pieces.
- 3. This line item intentionally left blank.
- 4. All seating must be of commercial-grade and upholstered with commercial grade fabric. Components (fabric, decking material, filling/padding, welt cord, and barrier material, if used) must meet or exceed [NFPA 260](#) (Cal 117) for Cigarette Ignition Resistance of Components of Upholstered Furniture. All components must conform to Class I criteria. Salt-base flame-retardant chemicals are not to be used.

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2515.00.B *continued*

5. Upholstered goods must meet all local, state and federal standards which MAY require additional or more stringent testing (such as Flammability Test 133 in California and Illinois). These certification ratings are typically in addition to the [NFPA](#) 260, Class 1 rating.
6. All fabric surfaces must be treated for stain-resistance and meet all Life Safety and other code requirements.
7. Fabric durability must be 30,000 double rubs or greater using the Wyzenbeek test. Either the cotton duck or wire mesh method is acceptable.
8. Fabric light fastness must be 40 hours using the A.A.T.C.C. (American Association of Textile Chemists and Colorists) test method.
9. Flame retardant certificates of compliance must be provided to the property.
10. This line item intentionally left blank.

C. This line item intentionally left blank.

D. Mirrors

Mirrors must be 3/16" (4.76 mm) thick distortion free, polished float plate glass manufactured according to federal specifications [DDM](#)-411 for Grade1 mirrors.

E. Light Fixtures

Light fixtures must be [UL](#) approved/certified and have warm white lamps.

2516.00 Fire Protection and Life Safety Requirements

2516.01 Administration

A. Applicability

1. This document details fire and life safety requirements for the design and construction of new properties, conversion of existing properties and the renovation of existing properties under the Hilton Worldwide Portfolio of Brands. These requirements are applicable to all properties within the Hilton Worldwide system including owned, managed and franchised properties.
2. The requirements are performance-based with the goal of safeguarding guests and employees from fire incidents within all Hilton Worldwide properties.

B. Compliance with Standards

1. Where the requirements of local, regional and/or national authorities (i.e., the Authority Having Jurisdiction hereafter, AHJ) exceed those prescribed by Hilton Worldwide, the more stringent standard must be followed. Conflicts between applicable standards must be referred to Hilton Worldwide's Architecture & Construction group for review and resolution. Where a clearly recognized AHJ does not exercise jurisdiction, Hilton Worldwide reserves the right to specify additional fire and life safety standards applicable to a project or property.

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2. In the event of unusual circumstances, alternative design approaches may be considered. Nothing within these standards is intended to prevent the use of systems, methods or devices of equivalent or superior quality, strength, fire resistance, effectiveness, durability, and safety.

2516.02 Fire Rated Construction

- A. Minimum fire ratings for construction elements must be utilized in accordance with the construction codes as identified per the requirements of [Section 2500 – Codes](#). Where construction codes referenced in [Section 2500 – Codes](#) are not current and compatible with [Section 2516.00](#), Hilton Worldwide reserves the right to stipulate the use of alternate or supplemental construction codes. In addition, the following minimum standards apply.
- B. Roof systems, except for ancillary detached buildings, must be class “A”, “B” or “C” rated as defined by Underwriters Laboratories, www.ul.com.
- C. Fire-resistive construction is required for the following areas. Structural support systems for these areas must be of equal or better fire rated construction.

Fire-resistive Construction Requirements		
Area	One-Hour	Two-Hour
All floors, load-bearing walls, columns, and beams	●	
Between guestrooms *	●	
Between corridors and guestrooms *	●	
Rooms containing gas-fired equipment	●	
Laundry area perimeter	●	
Stairs and elevator shafts	< Four-Stories	> Four-Stories
Flue enclosure	< Four-Stories	> Four-Stories
Linen chute	< Four-Stories	> Four-Stories
Trash collection room *		●
Recyclable storage room *		●

* The rating may be reduced by half when the building is protected throughout with automatic sprinklers, where allowed by the local AHJ.

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[Underwriters Laboratories](#)

- D. Doors in fire-resistive partitions must be self closing with the following ratings where allowed by the local AHJ:

Door Ratings		
	With Sprinklers	Without Sprinklers
One-Hour Fire-Resistive Walls	20 minute	30 minute
Two-Hour Fire-Resistive Walls	60 minute	90 minute
Guestroom Entry Doors	20 minute	30 minute

- E. Mixed-use buildings must have a two-hour fire separation between the property and adjacent occupancy. This may be reduced to one-hour when the entire building is protected throughout with automatic sprinklers. Accessory areas, such as retail spaces, comprising less than ten percent of the floor area are excluded from the separation requirement. Parking garages are not considered a separate use.
- F. Fire-rated doors and frames must be independently certified as fire rated in the country of installation by a national fire body authorized to certify such systems. A proprietary metal seal/sticker must be attached to the edge of the door and frame indicating the rating.
- G. Fire dampers rated for 90 minutes must be provided in penetrations through two-hour partitions.
- H. All penetrations in fire-resistive construction must be protected with through penetration systems approved by Underwriters Laboratories, www.ul.com, or equal.

2516.03 Fire Suppression

A. General

1. All buildings must be provided with comprehensive automatic fire sprinkler capability, except as noted within this section.
 - a. Buildings less than 82'-0" (25 m) in height are not required to be sprinkler protected. The height of the building is measured from the level of means of egress to the floor slab of the highest normally occupied guest level.
 - b. Guestroom bathrooms less than 55 ft² (5.1 m²) with non-combustible fixtures and closets less than 24 ft² (2.2 m²) are not required to be sprinkler protected.
 - c. High ceiling areas, including atriums, greater than 55'-0" (16.8 m) are not required to be provided with automatic sprinkler protection at the ceiling level. Floor areas opening to such space require automatic sprinkler protection. Also reference [Section 2516.04.C.12](#) for additional smoke detection requirements.
 - d. Small, typically non-occupied auxiliary structures, located remotely from principal buildings and containing non-critical functions are not required to be sprinkler protected.

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2516.03.A.1 *continued*

- e. Sprinklers are required in garages except when detached, above grade and having walls that are open 60 percent or more.
- f. Sprinklers are required in below grade spaces except when the occupant load is less than 50 persons.
- 2. Protective systems must be specified, installed and successfully commissioned in conformance with one of the following standards:
 - a. [NFPA](#) 13 Standard for the Installation of Sprinkler Systems – latest edition, [www.nfpa.org](#)
 - b. EN 12845 Fixed Firefighting Systems – Automatic Sprinkler Systems – Design, Installation and Maintenance – latest edition, [www.bsigroup.com](#)
 - c. GB 50084 – Automatic Sprinkler System Design Code – China – latest edition, [www.china-fire.com](#)
- 3. Automatic water mist systems may be substituted for automatic sprinklers subject to compliance with NFPA 750, [www.nfpa.org](#), and the approval of the local AHJ.

B. Automatic Sprinkler Protection

- 1. Automatic sprinkler systems must be hydraulically designed by experienced and licensed fire protection design professionals subject to Hilton Worldwide approval. At a minimum, systems must be designed using the following criteria:
 - a. Design areas (i.e., that area in the building used to establish minimum hydraulic demand requirements) must not be reduced below 1,500 ft² (139 m²).
 - b. A minimum interior hose demand of 100 [gpm](#) (379 Lpm) must be included in hydraulic demand calculations.
 - c. A safety factor of ten percent must be applied to hydraulic demand calculations.
- 2. Except for areas subject to freezing, wet pipe-style automatic sprinkler protection must be provided in all areas. In areas subject to freezing, dry-pipe or anti-freeze style sprinkler protection must be provided. Electric heat tracing of piping and system components is prohibited.
- 3. Reliable measures must be provided to maintain wet pipe fire protection piping and equipment at a minimum temperature of 40 °F (4 °C).
- 4. Quick Response (QR) sprinklers must be used throughout automatic sprinkler systems, subject to installation criteria published by the manufacturer. The use of standard response sprinklers in existing buildings is permitted until such time as major renovation of the automatic sprinkler system(s) occurs.
- 5. Sprinkler guards must be provided in back of house areas including linen and storage rooms.

[BSI Group](#)[Hilton Garden Inn Franchise](#)[National Fire Protection Association \(NFPA\)](#)[Prototype Drawings](#)

2516.03.B *continued*

6. Consideration must be given to design and system component selection in areas subject to freezing (including unheated interior building spaces and freezers), corrosive atmospheres (swimming pool areas, saunas and laundries) and exposure to salt air.
7. Exposure to natural hazards must be included in the design and installation of systems as warranted including seismic loads, flood exposure and tornadoes.
8. Systems must be zoned, at a minimum by guestroom floor.
9. Provide an electrically supervised valve tamper switch for each system control valve. Electrically supervised water flow switches must be provided for each system zone as well as each riser.
10. Properties being converted to a Hilton Worldwide brand must be evaluated for the presence of failing, deteriorating, obsolete or recalled automatic sprinkler components. Continued service of these components must not be permitted:
 - a. Automatic sprinkler piping systems containing polybutylene piping, or ultra-thin wall piping such as Poz-Lok tubing
 - b. CPVC piping exposed to incompatible chemicals, fire stopping material and other substances known to cause pipe failure
 - c. Sprinkler components exhibiting microbiologically influenced corrosion (MIC)
 - d. Automatic sprinklers subject to recall and replacement by manufacturers notably Central Omega (recall date 1998) and Central O-Ring (recall date 2003) model sprinklers

C. Standpipe and Hose Systems

1. All properties must be provided with interior hose connections supplied by dedicated standpipe systems, or piping combined with automatic sprinkler systems, except as noted in this section:
 - a. Buildings with the highest occupied floor less than 82'-0" (25 m) above the level of exit discharge do not require a standpipe system unless building configurations or floor layouts do not permit hose deployment by local fire forces.
2. For buildings protected by automatic sprinklers, standpipe systems and hose connections may be designed and installed for fire department or brigade service use only. Calculated interior hose demand must be 100 **gpm** (379 Lpm) and provided through automatic means.
3. For those buildings not provided with automatic sprinklers, standpipe systems must include complete hose stations (piping, hose, and nozzles). Water supply must be of the wet/automatic style.
 - a. The water supply must be designed to provide a minimum flow rate of 500 gpm (1895 Lpm).
 - b. The minimum duration of flow must be 30 minutes.

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2516.03.C *continued*

4. When the standpipe system is provided with a fire department connection, the local fire department must be consulted regarding available water supply.
5. Diameter and threading of hose connections must be consistent with those used by firefighting forces responding to the property.
6. Pressure at the nozzle tip must be 100 [psi](#)/6.9 bar.
7. Pressure reducing mechanisms must be utilized where hose connection outlets exceed 175 [psi](#)/12 bar.

D. Water Supply Requirements

1. A reliable water supply, capable of supplying the calculated, hydraulic requirements of the installed fire suppression systems, for a minimum period of 30 minutes, must be provided.
2. The water supply must be provided by one or more of the following components:
 - a. Connection to a reliable municipal water supply
 - b. Connection to a municipal water supply augmented with booster fire pump(s) to meet calculated requirements
 - c. Connection to a fire pump(s) supplied by a water tank of sufficient capacity to meet calculated demands. In the event two or more fire pumps are provided, pump drivers will vary between electric motor driven and diesel engine driven units.
 - d. Connection to an elevated water storage tank
3. Exposure to natural hazards including seismic loads, flood exposure, severe wind load and tornadoes must be considered.
4. Water supply components must be specifically designed and rated for fire protection service as approved by Underwriters Laboratories, www.ul.com, or equal.

E. Kitchen Hood Protection

1. Hoods housing cooking equipment that produce grease-laden vapors must be protected by wet-chemical fire-extinguishing equipment.
2. New and replacement systems must be pre-engineered wet-chemical fire extinguishing systems rated compliant with [UL 300](#), www.ul.com, or GB 50016-2006 Clause 8.5.8 and provided with connection to the property's automatic sprinkler system or reliable water supply.
3. Reference [Section 2504.01](#) of applicable brand standards for further information concerning kitchen hood construction.
4. A manual shut off and reset valve for the gas supply must be provided along the means of egress from the cooking area.

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2516.03 *continued***F. Fire Extinguishers**

1. Portable fire extinguishers must be provided and installed in accordance with the AHJ.
2. Fire extinguishers must be contained in recessed cabinets in public spaces as allowed by the AHJ.
3. At a minimum, fire extinguishers must be provided in the following non public areas:
 - a. Office areas
 - b. Laundry
 - c. Engineering and mechanical spaces
 - d. Kitchens
 - e. Storage rooms

G. Special Hazards

1. Special hazards must be reviewed by a qualified engineer. These hazards include, but are not limited to electrical transformer vaults, large gas or chemical storage facilities, and extraordinarily large IT and/or PBX rooms.

H. Commissioning of Fire Suppression Systems

1. All fire suppression systems must be formally and successfully tested based on the requirements of the standard referenced at [Section 2516.03.A.2](#), prior to turnover for operational purposes. Commissioning activities must be witnessed by a qualified, independent third-party engineer.
2. Project documentation, including specifications, test documentation and as-built shop drawings must be provided to the property operations staff.
3. Testing and commissioning must verify the correct operation of all interfaces with ancillary systems, including the building fire alarm system.
4. Provide demonstration and instruction of the installed equipment to selected members of the property operations staff.
5. Provide written verification of testing, utilizing standard forms required by [Section 2516.03.A.2](#). Where required, testing documentation must be furnished to the AHJ.

2516.04 Fire Detection, Communication and Alarm Systems**A. General**

1. All buildings must be provided with reliable capability to detect a fire incident, report the incident to property staff and initiate appropriate evacuation sequences.
2. Fire alarm and detection systems must be designed by experienced and licensed fire protection design professionals subject to Hilton Worldwide approval.

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2516.04.A *continued*

3. All new and retrofit systems must utilize the point-addressable, distributed processing, distributed amplification technology providing a discrete system “address” for each individual initiating device.
4. The design, installation and commissioning for a new fire detection and alarm system must provide a fully automatic fire detection and alarm system to satisfy the area coverage, and operational and performance criteria as outlined in this section.
5. For new, renovated or altered systems, specifications meeting one of the following standards must apply:
 - a. [NFPA](#) 72 (National Fire Alarm and Signaling Code) – latest edition, [www.nfpa.org](#)
 - b. British Standard 5839 (Fire Detection and Fire Alarm Systems for Buildings) – latest edition, [www.bsigroup.com](#)
 - c. GB 50166 (Code for Installation and Acceptance of Fire Alarm System) – latest edition, [www.china-fire.com](#)
6. All equipment including cabling must be supported and approved by one of the following testing laboratories:
 - a. UL Underwriters Laboratories, USA, [www.ul.com](#)
 - b. Vds Verband der Sachvershicherer, Germany, [www.vds.de](#)
 - c. BS British Standards, [www.bsigroup.com](#)
 - d. CEN . . . European Committee for Standardization, [www.cen.eu](#)
 - e. 3C China Compulsory Certification by the “Certification and Accreditation Administration of the PRC,” [www.cnca.gov.cn](#) or [www.ccc-cn.org](#)

B. Basic Design Principles

1. All new and retrofit systems must be capable of expansion to support at least a ten percent increase in initiating, control and, notification appliance circuits.
 - a. Control cabinets, power supplies and amplifier capacities must be sized accordingly.
 - b. Spare cabinet and power supply capacity must be evenly distributed throughout the system.
2. Where permitted by local code, all new and retrofit systems must incorporate an [alarm verification](#) function in the control panel for system-type smoke detectors. Alarm verification must not be provided for manual fire alarm boxes or water flow alarm switches.
3. Pre-signal alarms allowing time to investigate a detection device prior to general alarm are permitted provided the following conditions are met:

[BSI Group](#)[Certification and Accreditation
Administration of the PRC](#)[China Compulsory
Certification](#)[European Committee
for Standardization](#)[Hilton Garden Inn Franchise](#)[National Fire Protection
Association \(NFPA\)](#)[Prototype Drawings](#)[Underwriters Laboratories](#)[Verband der
Sachvershicherer](#)

2516.04.B.3 *continued*

- a. The local AHJ allows such arrangement.
 - b. Heat detectors and suppression system detection cause immediate evacuation sequence.
 - c. Subsequent devices in the same zone cause immediate evacuation sequence.
 - d. The time to investigate before a general evacuation sequence is less than four minutes.
 - e. The property has sufficient staff on-duty to conduct an investigation of the incident.
4. Where reliable conditioned commercial power and/or emergency power is not anticipated and in areas subjected to severe lightning, a UPS must be configured to protect the fire alarm central control equipment, and peripheral printers and terminals, against brownout and voltage transients. Upon utility power failure, the UPS must provide power to all connected loads per above. Design and installation must be coordinated with [Section 2516.06](#).
 - a. At a minimum, provide a Power Conditioner/Voltage Regulator (PC/VR) for the fire alarm panel.
 - b. The PC/VR kVA output must be capable of supporting the fire alarm equipment.
 - c. The PC/VR must have Automatic Voltage Regulation capable of maintaining output voltage to within five percent of its nominal voltage rating with an input voltage variation of +15 percent to -25 percent.
 5. Transient surge suppression must be provided for each circuit connected to the fire alarm system that enters or exits the building housing the fire alarm control panel, or sub-panel.
 6. Where devices are located in unconditioned space, they must be suitable for such areas as determined by the manufacturer and protected from weather and corrosion.
 7. Properties located within a mixed-use development must have a dedicated, property fire detection, communication and alarm system with equipment capable of interfacing with fire alarm signals from the entire development. Fire alarm interface equipment must be tied to an emergency power source.

C. Fire Detection

1. Local hard-wired single-station smoke alarms must be installed in each sleeping area and sitting room of suites.
 - a. Where two or more smoke alarms are located in a suite, they must be interconnected to alarm simultaneously.
 - b. Smoke alarms must be provided with integral battery-back up.
2. For buildings protected throughout by monitored suppression systems, addressable smoke detectors must be provided within each area as follows:

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2516.04.C.2 *continued*

- a. Interior guestroom corridors
 - b. Elevator lobbies
 - c. Mechanical and electrical rooms
 - d. Computer/telecom/PBX rooms
 - e. Storage rooms
3. The use of smoke detectors must be limited, unless local codes require additional units or prohibit the removal of existing detectors.
 4. In buildings that are not protected throughout by monitored fire suppression systems, fully addressable fire detection must be provided in all spaces.
 5. In-duct smoke detectors must be provided downstream of air filters and prior to branch connections in air conditioning systems having a capacity greater than 2,000 ft³ per minute (944 L per second), and at each connection to a vertical duct or riser serving two or more stories.
 6. Duct detectors must provide a supervisory alarm only and not cause evacuation unless required by local code.
 7. Any detection device not accessible from the floor level must be provided with a remote test switch and indicator light.
 8. A manual fire alarm (manual call) station must be located in close proximity to the front desk.
 9. Manual fire alarm stations must be provided at each floor exit and exit to the exterior. If permitted by local code, manual fire alarm stations may be omitted on guest floors in sprinkler-protected buildings.
 10. Special fire suppression systems and kitchen hood systems must be monitored by the fire alarm system. Activation of the kitchen hood suppression system must de-energize the kitchen air supply and extraction system.
 11. Fire pump, emergency generator, sprinkler and standpipe system alarm and supervisory devices must be monitored by the fire alarm system.
 12. Projected beam-style smoke detection must be used within atriums. Individual, spot-type detectors must not be provided within atriums, unless required by the local AHJ.
 - a. Provide projected beam smoke detectors installed at every third level in accordance with the listing parameters of the selected device.
 - b. For irregular shaped atriums, more than one beam may be needed on each level, or an aspirating system may be necessary to provide required coverage.
 - c. Fire modeling must be used to determine type, location and style of coverage and to demonstrate that a smoke layer is maintained 6'-0" (1.83 m) above the highest floor level of exit access, or unprotected opening to adjoining spaces.

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2516.04 *continued***D. Notification**

1. At a minimum, the following devices must provide fire alarm annunciation:
 - a. Main fire alarm control panel and printer
 - b. Remote annunciator and printer in the security office
 - c. Remote annunciator at the front desk, PBX or other 24-hour staffed area
 - d. Color display terminal(s) with graphic capability (required at properties greater than 1,000 guestrooms and/or multi-building facilities)
2. Audible notification appliances must be installed, spaced and tapped so as to produce a sound output on alarm that is clearly audible above the ambient noise level throughout the building.
 - a. In no case must the audible alarm be less than 15 dBA above the ambient room noise level or less than 5 dBA above the maximum ambient noise level in public and common areas, with a minimum of 65 dBA, and a maximum of 110 dBA.
 - b. In no case must the audible alarm be less than 75 dBA at the pillow level in all guestrooms, with intervening doors closed during the alarm.
3. A speaker/horn must be provided in each guestroom and area used for sleeping purpose.
4. Speakers must be equipped with variable watt input taps.
5. Notification appliance circuits must be arranged so that no single cut or fault will result in the circuit not operating.
6. Voice systems
 - a. A voice system must be provided for areas in buildings where the highest occupied floor is greater than 82'-0"/25 m above the level of exit discharge and/or buildings containing assembly areas designed for 1,000 or more persons.
 - b. Voice instructions must be in the local language and English, at a minimum.
 - c. Speakers must be located in the following areas:
 - 1) Each guestroom and parlor
 - 2) Public assembly rooms
 - 3) Corridors and elevator lobbies
 - 4) Rooms over 1,000 ft² (92 m²)
 - 5) Every fifth floor in interior exit stairs
 - 6) Mechanical rooms
 - 7) Roof areas accessible by exit stairs

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2516.04.D *continued*

7. Speakers must be zoned by floor, except stairs must be zoned by individual stairway.
8. Visible notification appliances consisting of xenon clear lens strobe units must be installed in the following areas, which must activate automatically upon any alarm within the building, including but not limited to:
 - a. Guestroom corridors
 - b. Accessible/hearing impaired guestrooms
 - c. Public restrooms
 - d. Meeting rooms
 - e. Dining rooms
 - f. Ballrooms
 - g. Common area corridors
 - h. Back of house areas having high ambient noise conditions
9. Activation of the smoke detector in the accessible/hearing impaired guestroom must cause activation of the visible notification appliance in that room, and other devices as required by local codes.
10. Activation of the corridor notification appliance circuit must cause activation of the visible notification appliance in the accessible/hearing impaired room(s) on that floor and other devices as required by local codes.

E. Interfaces and Other Devices

1. Fire alarm signals must be coordinated with the building management systems, mechanical systems and security systems in the design of the fire alarm system.
2. Magnetic door holders must be provided for self-closing fire doors that are required to be in the open position for business operations.
3. Control devices must be provided to shut off music and other entertainment devices that would interfere with the operation of notification systems.
4. Door locking systems must be de-energized during a fire alarm event.
5. Elevator lobby smoke detectors operation must cause all elevator cars to recall in the elevator bank affected.
6. Carbon monoxide detectors must be provided in the room or area of origin for all areas utilizing fuel-fired equipment, including fireplaces. Combination smoke/carbon dioxide detectors are permissible. Refer to local codes and ordinances for additional requirements.

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2516.04.E *continued*

7. Provide a system operational matrix for all components, specific to the property and systems. The following matrix is intended as an example only. The project-specific matrix must be approved by Hilton Worldwide Architecture & Construction during design development.

Example of System Operational Matrix

Input \ Output	Audible Signal in Guestroom	Visible Signal in Guestroom	Alarm Receipt at Control Panel	Receipt at System Printer	Alarm Receipt at Central Control Station	Trouble Signal Receipt at Control Panel	Supervisory Signal Receipt at Control Panel	Audible/Visible Signal at Fire Area	Activate Smoke Mode in Fire Area	Release Door Holders in Fire Area	Elevator Recall	Music/Entertainment Shut Down
Single Station Guestroom Smoke Alarm	•											
Accessible Guestroom Smoke Detector	•	•										
Guestroom System Smoke Detector	•			•			•					
Area System Smoke Detector			•	•	•			•	•	•		•
Elevator Lobby Smoke Detector			•	•	•				•	•	•	
Duct-Type Smoke Detector							•		•			
Heat Detector			•	•	•			•	•	•		
Water Flow Switch			•	•	•			•	•	•		•
Manual Fire Alarm Station			•	•	•			•		•		•
Special Suppression Systems			•	•	•			•	•	•		•
Valve Supervisory Switch				•	•		•					
Fire Pump Signals				•		•	•					
System Trouble				•	•	•						
Emergency Generator Signals				•		•	•					
CO Detection				•	•		•					
CO Detection (Guestroom)	•	•										

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2516.04 *continued***F. Installation**

1. New and retrofit fire detection and alarm systems must be installed meeting the requirements of the standard referenced at [Section 2516.04.A.5](#) and the manufacturer. The following provisions are supplemental requirements:
 - a. Fire detection and alarm cable, where used and not installed in metal conduit or raceway, must be mechanically protected by building construction. Installation must be in areas not subjected to mechanical damage.
 - b. All cable that is not enclosed by conduit must be supported and anchored with nylon straps or clamps. Staples are prohibited. Fire alarm cable must be supported by the building structure at intervals not greater than 10'-03" (3.05 m). Cable installed above drop ceilings must not be laid on ceiling tiles. Circuits must not be fastened in such a manner that puts tension on the cable.
 - c. All cable runs must be continuous between devices, without splices. Where a continuous run is not feasible, connections must be made using terminal blocks installed in a metal electrical box. All other connections must be to terminal blocks. Wire nuts must not be permitted. Cables connected together must have the same color insulation.
 - d. All cable must be sized, twisted and shielded and installed as required by protocols established by the fire alarm system manufacturer.
 - e. All electrical enclosures, raceways and conduits must contain only those electrical circuits associated with the fire detection, emergency communications and alarm system and must not contain any circuits that are unrelated to the system.
 - f. All electrical circuits must be numerically identified at both ends with wire taped numbers.
 - g. All underground cabling must be listed for fire alarm service and for direct burial. Underground cabling must be installed in liquid-tight PVC conduit with no splicing below ground. Provide additional ground wire within conduit to maintain reference ground on system between buildings.
 - h. All conduit, junction boxes and enclosures subjected to moisture must be weatherproof.

G. Commissioning and Acceptance

1. All systems must be formally and successfully tested, based on the requirements of the standard referenced at [Section 2516.04.A.5](#), prior to turnover for operational purposes. Commissioning activities must be witnessed by a qualified, independent third-party.
2. Testing must be documented in accordance with the standard referenced at [Section 2516.04.A.5](#). Project documentation, including specifications, test documentation and as-built shop drawings must be provided to property operations staff.

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3. System software, including security of stored information and reprogramming capability must be provided to property operations staff.
4. Where required, testing documentation must be furnished to the applicable AHJ.
5. Testing and commissioning must verify the correct operation of all interfaces with ancillary systems, including automatic sprinklers, heating and air conditioning, elevators, smoke control and emergency generators.
6. Provide demonstration and instruction to selected members of the property operations staff of the installed equipment.
7. Provide written verification of testing utilizing standard forms required by the standard referenced at [Section 2516.04.A.5](#).

2516.05 Means Of Egress

A. General

1. Fire/emergency exits must be provided as follows:
 - a. A minimum of two exits must be provided for each floor, separated a minimum of one third of the diagonal distance of the floor.
 - b. A minimum of two exits must be provided from within an individual room where room occupant load exceeds 50 persons. Exits must be separated a minimum of one third of the diagonal distance of the room.
 - c. Where occupant load exceeds 500 persons on a floor or within a room, a minimum of three exits must be provided.
 - d. When occupant load exceeds 1000 persons on a floor or within a room, a minimum of four exits must be provided.

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2516.05.A *continued*

2. Occupant load must be calculated using the following:

Occupant Load		
Use	ft ² / person	m ² / person
Assembly – No fixed seating, concentrated (chairs only)	7	0.65
Assembly – No fixed seats, less concentrated (tables and chairs – such as restaurants)	15	1.4
Assembly – Pre-function area	5	0.47
Kitchens	100	9.3
Swimming Pools	50	4.6
Swimming Pool Deck Areas	30	2.8
Casinos	11	1
Property Guestroom Areas	200	18.6
Storage/Mechanical	500	46.5
Retail	30	2.8
Fitness Centers with Equipment	50	4.6

3. Occupant load calculations in assembly areas must be based on the higher of either the pre-function or assembly area loads.
4. Total exit width provided must be calculated based on capacity factors of inches/mm per person as follows:
- Stairways - 0.3" (7.6 mm)
 - Doorways and level travel - 0.2" (5 mm)
5. Travel distances must comply with the following:

Travel Distance Requirements		
	With Sprinklers	Without Sprinklers
Travel distance from a guestroom door to an exit	200 ft (61 m)	150 ft (46 m)
Travel distance to an exit for all other areas	250 ft (76 m)	200 ft (61 m)
Common path of travel to an exit	100 ft (30 m)	75 ft (23 m)
Maximum dead-end corridors	50 ft (15 m)	35 ft (10 m)

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2516.05.A *continued*

6. Egress corridors must be a minimum of 44" (1.12 m) clear width.
7. Headroom clearance in all egress paths must be a minimum of 80" (2.03 m).
8. Exit paths through an intervening room or space is allowed when all of the following are met:
 - a. The intervening room or area is of no greater hazard.
 - b. There is a clear and unobstructed path to an exit.
 - c. There is not more than one intervening room or space to pass through.

B. Stairs

1. A minimum of two exit stairs must serve each floor above or below grade.
2. Stairs must have a minimum clear width of 44" (1.12 m).
3. Tread depth for the full width of exit capacity must be:
 - a. New stairs – a minimum of 11" (279 mm).
 - b. Existing stairs – a minimum of 9" (229 mm).
4. Riser height must be:
 - a. New stairs – a maximum of 7" (179 mm).
 - b. Existing Stairs – a maximum of 8" (203 mm).
5. Egress stairs serving occupied floors above 82'-0" (25 m) to the level of exit discharge must be classified as smoke proof enclosures using one of the following methods:
 - a. Mechanical ventilation
 - b. Natural ventilation
 - c. Enclosure pressurization
6. Open external egress stairs serving floors within one level of the level of exit discharge are allowed when designed to prevent the accumulation of water. Open external egress stairs serving floors more than one level away from the level of exit discharge are allowed except in areas subject to freezing where the stairs must be fully enclosed.
7. Scissor stairs may be utilized, where allowed by local code, provided no penetrations exist between the stairs and each stair is separated by rated construction as required in [Sections 2516.02.C](#) and [2516.02.D](#).
8. All stairs must discharge to the exterior.
 - a. Where local code allows, and the building is protected by automatic suppression, 50 percent of occupant load may discharge to a lobby with a clear path to the exit when the lobby is at level of exit discharge.

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2516.05.B *continued*

9. Enclosed egress stairs must not be used for any other use.
10. Storage is prohibited under egress stairs.
11. Normally unoccupied spaces, such as mechanical or storage rooms, must not open directly to egress stairs.
12. No wiring or ductwork is permitted within the exit enclosure except for that which is necessary to serve the exit.
13. All exits must discharge to an open area considered as a [public way](#), or lead to a public way via an unobstructed path.
14. Buildings that are not fully sprinklered must have an [area of refuge](#) within each stair that accommodates one wheelchair per 200 persons for each floor.

C. Doors

1. All doors in a path of egress must have a minimum of 32" (813 mm) of clear width, including guest room doors.
2. All egress doors must swing in the direction of egress when serving 50 or more persons.
3. All egress doors serving an exit enclosure or exit discharge must swing in the direction of egress.
4. Door latches must have lever hardware, requiring an obvious one-hand method of operation.
5. Panic hardware must be provided for all doors serving 100 or more persons, when latching hardware is provided, and at all exit doors to the exterior.
6. Electronically access-controlled doors in an egress path must meet all of the following:
 - a. Open upon activation of the fire detection and alarm system
 - b. Provided with a manual releasing device within 5'-0" (1.52 m)
 - c. Unlock upon loss of power to the device
7. Opening force for any door in an egress path must not exceed the following
 - a. 15 lbf/67N to release latch
 - b. 30 lbf/133N to set in motion
 - c. 15 lbf/67N to fully open

D. Handrails and Guards

1. Handrails must be provided on both sides of required stairs and ramps.
2. Inside handrails at turns of stairs must be continuous.

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2516.06.D *continued*

3. Handrails must be located between 34" (864 mm) and 38" (965 mm) above the surface of the tread.
4. A minimum clearance of 2.25" (57 mm) must be provided between the handrail and the wall.
5. Guards must be provided where the walking surface is located more than 30" (762 mm) above the floor or grade below.
6. Guards must be not less than 42" (1.07 m) high.
7. Open guards must have intermediate rails or ornamental pattern such that a 4" (102 mm) diameter sphere is not able to pass through.
8. Ornamental patterns must be designed to minimize the ability to climb handrails.

E. Egress Signage

1. Exits and exit access must be marked with exit signs that are readily visible in the path of egress.
2. Exit signs must be internally or externally illuminated at all times.
3. In the event of power failure, emergency power must be supplied for the exit signage for a minimum of 90 minutes.

F. Egress Lighting

1. The means of egress, paths leading to a public way, and the [public way](#) must be illuminated at all times the building or space is occupied.
2. Illumination levels must be not less than one foot-candle/10 [lux](#) at the floor level along the entire means of egress and at the public way.
3. In the event of power failure, emergency power must be supplied for the egress lighting for a minimum of 90 minutes.

2516.06 Emergency Power**A. General**

1. All properties must be provided with reliable emergency electrical power capability. In the event of loss of normal power service, the emergency service must be designed to provide power to building systems critical to the safety/security of property guests and employees. Requirements for business critical systems and functions must be referenced at [Section 2514.08](#).
2. Failure of normal electrical power must result in the automatic transfer of critical electrical loads to an Emergency Power Supply (EPS). Acceptable sources of emergency power include:
 - a. Dedicated emergency generators
 - b. Batteries

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2516.06.A *continued*

- c. Power feed from a reliable electrical supply verified to be independent of the property's primary electrical feed.
- 3. Critical loads must be permanently and reliably connected to the EPS.
- 4. Technical requirements for EPS components including generators, fuel tanks, controllers and automatic transfer switches; design and installation methodology; and commissioning practices must be consistent with recognized standards as specified by the equipment manufacturers and accepted by the responsible AHJ.
- 5. Emergency generator(s) provided to satisfy EPS requirements must be in a weatherproof enclosure, and consider:
 - a. Separation between adjacent equipment and building spaces
 - b. Ventilation requirements
 - c. Fuel system safety
 - d. Vibration and noise, and exhaust discharge
 - e. Exposure to seismic activity, wind loading, hurricane/cyclone and tornado exposure
- 6. In the event of loss of standard electrical power, at a minimum, EPS capability must be provided to:
 - a. Safely maintain guests and employees within the property until restoration of standard power.
 - b. Maintain the ability to safely evacuate the property including:
 - 1) The provision of lighting levels through designated means of egress and at control points (front desk, security, fire command)
 - 2) Emergency signage
 - 3) Power for emergency operations of elevators
 - 4) Power for communications including the building fire alarm system and telephone equipment
 - c. Maintain systems critical to life safety and security in operational readiness, including:
 - 1) Fire pump(s)
 - 2) Smoke control and stairwell pressurization equipment
 - 3) All security-related equipment and devices including security office(s), remote sensors/detectors and cameras
 - 4) All electrically-controlled locking/unlocking mechanisms

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2516.06.A *continued*

7. Electrical loads critical to life safety, fire protection and security must take precedence over all other electrical loads.
8. For properties subject to natural events including hurricanes/cyclones, earthquakes, flooding/ tidal waves, tornadoes, significant winter storms, wildfires and/or located in an area with unreliable standard power, consideration must be given to the provision of additional EPS capability. Duration of the EPS must be designed based on likely exposure to the identified hazard(s) and available fuel to resupply the property. No less than two days' supply of fuel must be provided based on the calculated loads where fuel resupply may be interrupted.

B. Testing and Documentation

1. The EPS must be formally and successfully tested for the automatic transfer and operation of equipment supplied.
2. Provide demonstration and instructions to selected members of the property operations staff in the proper operation of the installed equipment.

2517.00 Accessibility Guidelines

All properties within the Hilton Worldwide Portfolio of Brands must be designed in compliance with local, regional and national codes or laws for disabled or universal access such as the Americans with Disabilities Act in the USA. The local code must be identified and provisions agreed upon in advance with Hilton Worldwide in the country of operation.

Existing properties must also comply at the time of refurbishment or as required by local jurisdiction.

The franchisee of the property is responsible for compliance with and the provision of all local codes. The franchisee is urged to seek appropriate council to ensure compliance. Hilton Worldwide does not and cannot warrant conformance with or interpretation of any local codes, laws or regulations relating to disabled or universal access.

2518.00 Voice and Data Wiring Standards

Specific requirements for voice and data wiring can be found on OnQ Insider > Information Technology or at www.hiltongardeninnfranchise.com.

[Hilton Garden Inn Franchise](#)

[Information Technology –
Voice and Data Wiring
Requirements](#)

[Prototype Drawings](#)



Abbreviations

A Amp	HZ Hertz
ACT Acoustical Ceiling Tile	IIC Impact Insulation Class
AFF Above the Finished Floor	kg Kilograms
C Celsius	KW Kilowatts
CDB Celsius Dry Bulb	L Length
CFLs Compact Fluorescent Lamp	lb Pounds
CFM Cubic Feet per Minute	LCD Liquid Crystal Display
CPU Central Processing Unit	LED Light Emitting Diode
CYP Computer Yarn Placement	M Meters
D Depth	mm millimeters
DDM Distributed Data Management	MATV Master Antenna Television
dia. Diameter	MC Metallic Conduit
DP Dew Point	MCDB Mean Coincident Dry Bulb
DX Direct Expansion	MDB Mean Dry Bulb
EAT Entering Air Temperature	MDF Medium Density Fiberboard
EIFS Exterior Insulation Finish System	MERV Minimum Efficiency Reporting Value
F Fahrenheit	OSA Outside Air
FDB Fahrenheit Dry Bulb	oz. Ounces
FF&E Furniture, Fixtures & Equipment	PSI Pounds per Square Inch
FPM Feet Per Minute	PTAC Package Terminal Air Conditioner
FT Feet or Ft ² (Feet squared)	PVC Polyvinyl chloride
GFCI Ground Fault Circuit Interrupter	PVS Personal Viewing Screen
GFI Ground Fault Interrupter	SCR Silicon Controlled Rectifier
GPF General Protection Fault	sq. square
GPM Gallons Per Minute	SRI Solar Roof Index
H Height	STC Sound Transmission Coefficient
HD High Definition	SVRS Safety Vacuum Release System
HR Humidity Ratio	TDD Telecommunications Device for the Deaf
HSIA High Speed Internet Access	V Volts
HVAC Heating Ventilation Air Conditioning	W Width

Acronyms

A&C	Architecture and Construction	FM	Factory Mutual
AAMA	American Architectural Manufacturers Association	FIA	Factory Insurance Association
AATCC	American Association of Textile Chemists and Colorists	IBR	Institute of Boiler and Radiator Manufacturers
ABA	Architectural Barriers Act	IEEE	Institute of Electrical and Electronic Engineers
ADA	American Disabilities Act	ISO	International Standards Organization
AGA	American Gas Association	MPEG	Moving Picture Experts Group
AMCA	Air Moving and Conditioning Association	NEC	National Electrical Code
ANSI	American National Standards Institute	NECA	National Electrical Contractors Association
ARI	Air Conditioning and Refrigeration Institute	NEMA	National Electrical Manufacturers Association
ASA	American Standards Association	NESC	National Electrical Safety Code
ASHRAE	American Society of Heating, Refrigerating and Air Conditioning Engineers	NFPA	National Fire Protection Association
ASME	American Society of Mechanical Engineers	NSF	NSF International
ASTM	American Society for Testing and Materials	OSHA	Occupational Safety and Health Act
AWMA	Air & Waste Management Association	SAE	Society of Automotive Engineers
AWS	American Welding Society	SBI	Steel Boiler Institute
CFFA	Chemical Fabrics and Film Association	SCS	Scientific Certification System
DHI	Door and Hardware Institute	SMACNA	Sheet Metal and Air Conditioning Contractors National Association
DHSI	Door and Hardware Systems, Inc.	UFAC	Upholstered Furniture Action Council
EPA	Environmental Protection Agency	UL	Underwriters Laboratories
ETL	Environmental Testing Laboratories	UMC	Uniform Mechanical Code
		WH	Warnock Hersey

Terminology/Definitions

AACHEN

Measurement for dimensional stability

Alarm verification

A feature internal to automatic fire detection and alarm systems, wherein the report of smoke detection is confirmed within a specific period of time before initiating an alarm

Area of refuge

An area where persons unable to use stairways may remain for a period of time, waiting for assistance or instructions during an emergency

Common path of travel

The portion of an egress path traveled before two or more distinct paths to an exit are available

Dead end corridor

The portion of a corridor where only one path of travel is available before two or more distinct paths to an exit are available

Level of exit discharge

The point at which a person is considered to be exited from a building and is in, or has immediate access to a public way

lux

Unit of measurement for illumination

Manual fire alarm box

A manually operated device used to initiate an alarm signal

Normally occupied spaces

Spaces that are occupied on a regular basis, either permanently or temporarily

Pre-signal alarm

Wherein a fire alarm signal sounds only in an attended location, providing a predetermined amount of time to investigate a detection notice, before initiating an automatic alarm evacuation sequence

Public way

A space, street, alley or land dedicated to the public, for public use that is open to the outside air and is of sufficient size to accommodate those exiting from a building

Response time index (RTI)

A standardized measurement of the thermal sensitivity of an automatic sprinkler. Quick Response (QR) sprinklers are those units with RTI of 50 or less.

Smoke alarm

A single or multiple-station alarm device responsive to smoke, connected to building electrical service and not connected to the building fire alarm system

Smoke detector

A low-voltage device that senses visible or invisible particles of combustion integrated and listed for service with the building fire alarm system.